StreamHD

Installation & Troubleshooting Guide

P/N: SWP120A

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Introduction and version control

Installation Guide including Troubleshooting and Frequently Asked Questions for:

- **StreamHD – PN: SWP120A**

Set Up and Installation Process

Minimum System Requirements

Recommended Minimum System Requirements

For best performance, the following are the recommended minimum system requirements:

- Laptop or PC with USB 2.0 port available
- Microsoft Windows XP SP3, or Microsoft Windows Vista SP2 (32 or 64 bit), or Win7 (32 or 64 bit)
- HDTV, Display, or Projector with HDMI port
- System configurations that include more than one graphic card are currently not supported
- Surround audio is support via HDMI or Optical S/PDIF input to home theater or speaker system.

When using **Windows XP**:

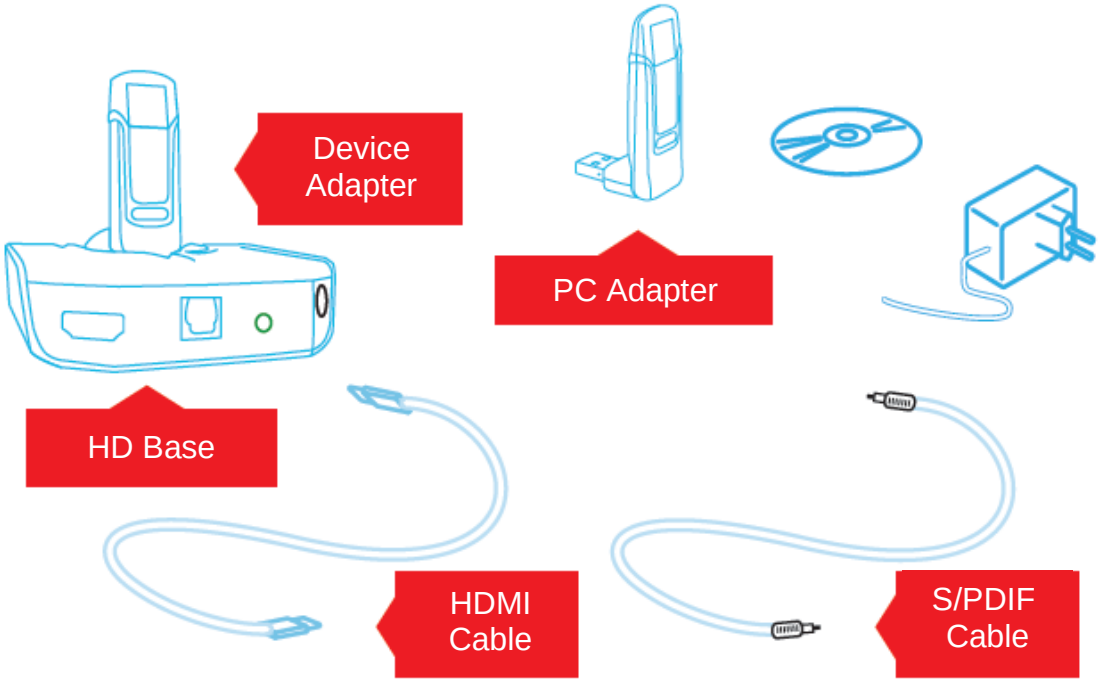
- For office use, web browsing etc.: 1.6 GHz Atom or Celeron processor and 512MB memory
- For 720p / full screen video: 1.8 GHz Core2 Duo processor and 1GB memory
- For 1080p / full screen video: 1.8 GHz Core2 Duo processor and 1GB memory

When using **Windows Vista or Windows 7**:

- For office use, web browsing etc.: 1.6 GHz Core Solo processor and 1GB memory. Overall WEI score 3.0 or better
- For 720p full screen video: 1.8 GHz Core2 Duo processor and 1GB memory
- Overall WEI score 3.5 or better
- For 1080p full screen video: 2.4 GHz Core2 Duo processor and 2GB memory
- Video card: Intel GMA X4500, ATI Radeon HD3xxx, NVidia GeForce 9xxx or better. Overall WEI score 4.5 or better

Note: The minimum system requirements described above refer to the case of streaming a high resolution video on a high resolution screen. If the video's resolution is lower than either 1080p or 720p and/or the screen resolution is lower than 1080p or 720p, the minimum system requirements will be lower.

What's in the Package



The package includes:

CD, PC Adapter, HD Adapter (Device Adapter+ HD Base), HDMI Cable, S/PDIF Cable and power supply.

Software Installation

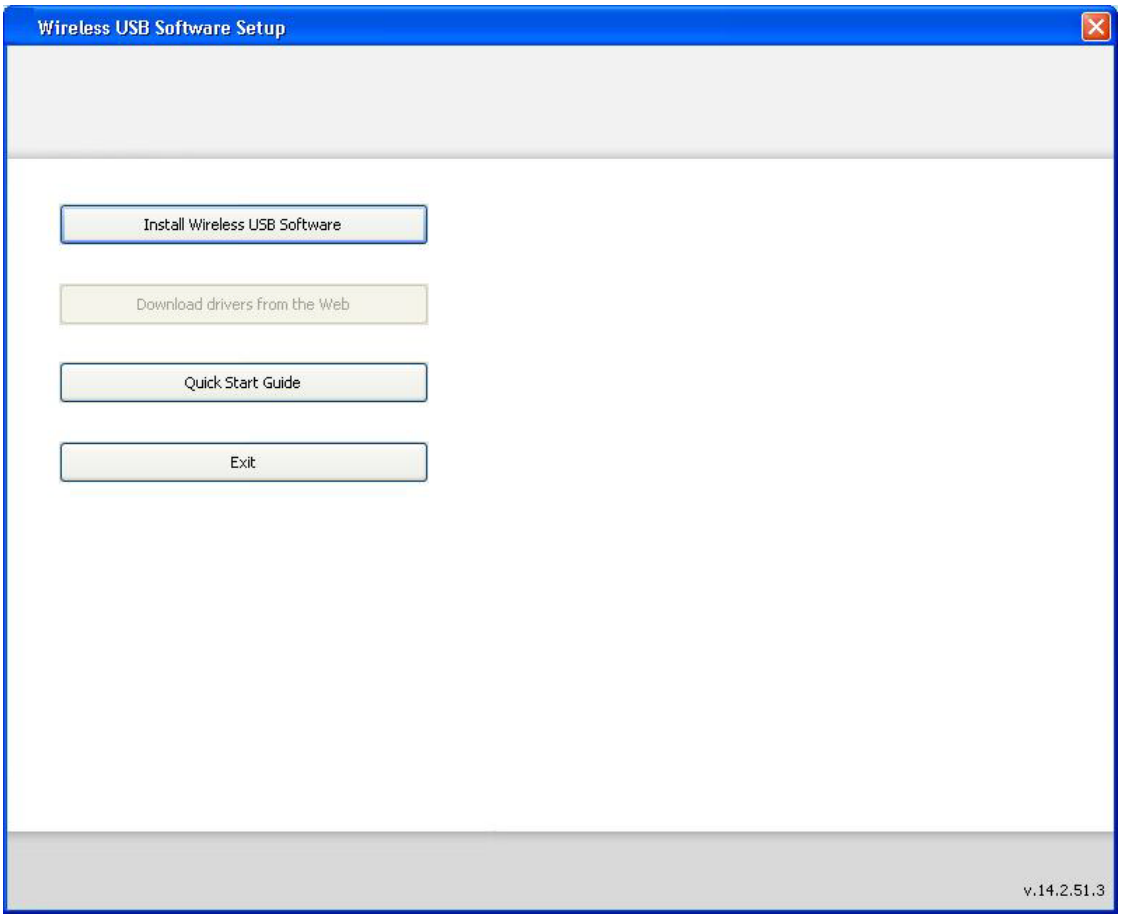
Notes:

1. If your PC contains a previous Wireless USB Suite driver installation, please perform a proper uninstall procedure using the Windows Control Panel.
2. The installation software requires **.NET Framework** version 2.0 (or later) to be installed on the computer.

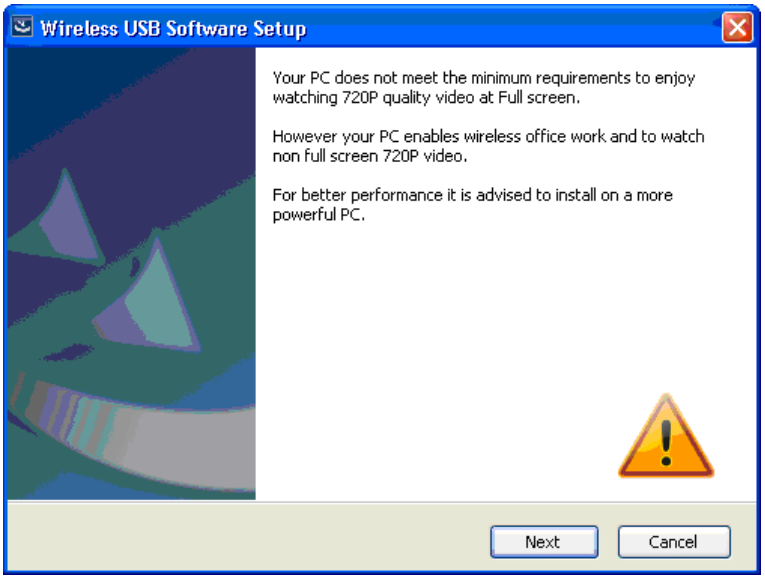
   In case it is not installed it may be downloaded from the following location:
   http://www.microsoft.com/downloads/details.aspx?FamilyID=0856EACB-4362-4B0D-8EDD-AAB15C5E04F5&displaylang=en
3. Anti viruses SW set to very high security may prevent the installer from running. The User account should be set to lower security settings during installation and restore it to high security Settings once the installation is complete. It is also recommended to temporarily disable the Anti viruses SW during the installation.
4. The installation checks the PC capabilities and compares them to the minimum system requirements of the system. For Vista/Win7 it is recommended to run WEI (Windows experience index) calculation prior to installation.

Installation Steps:

1. Ensure that the PC Adapter is unplugged from the PC.
2. Insert the installation CD in the PC CDROM drive.
3. The installation CD Autoplay menu is displayed.

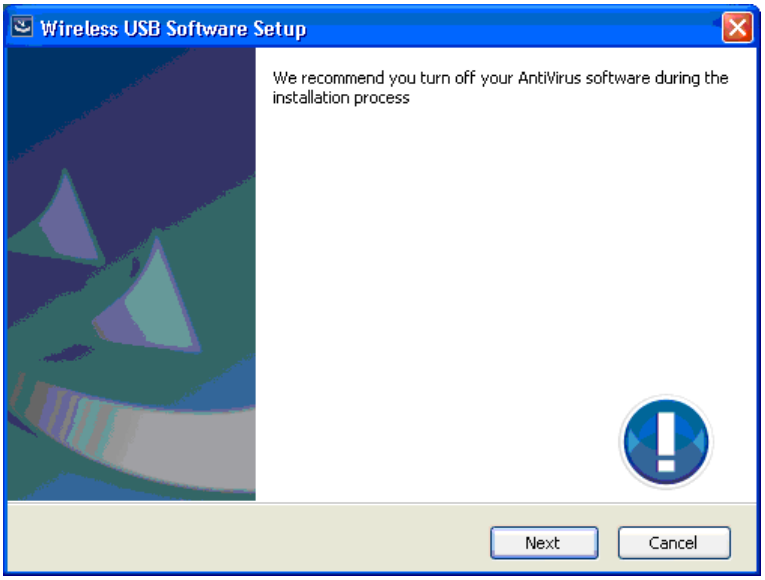


4. Select Install Wireless USB Software.
5. The installation checks the PC capabilities to verify proper operation of the system. One of the following messages may appear:
    a. Your PC does not meet the minimum requirements to enjoy watching 1080P quality video at Full screen.
    b. Your PC does not meet the minimum requirements to enjoy watching 720P quality video at Full screen.


Wireless USB Software Setup
Your PC does not meet the minimum requirements to enjoy watching 720P quality video at Full screen.
However your PC enables wireless office work and to watch non full screen 720P video.
For better performance it is advised to install on a more powerful PC.
Next
Cancel

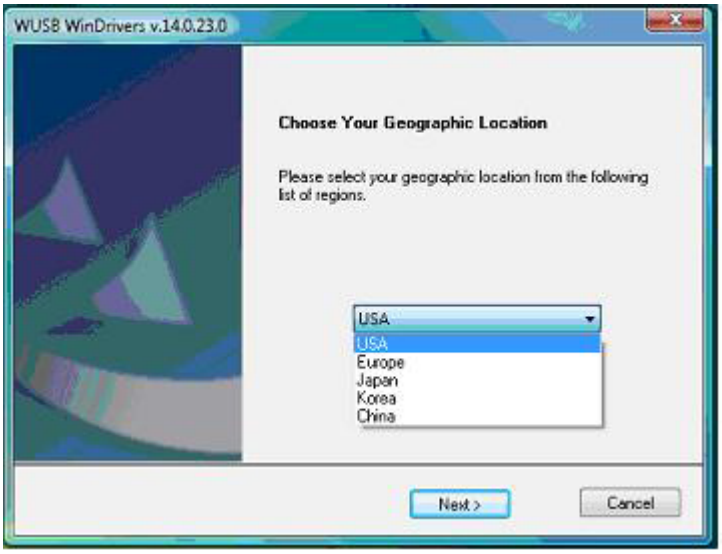
Note: The minimum system requirements described above refer to the case of streaming a high resolution video on a high resolution screen. If the video's resolution is lower than either 1080p or 720p and/or the screen resolution is lower than 1080p or 720p, the minimum system requirements will be lower.

6. The following message appears. It is highly recommended to disable the antivirus during installation as portions of the installation might be blocked by the antivirus SW.

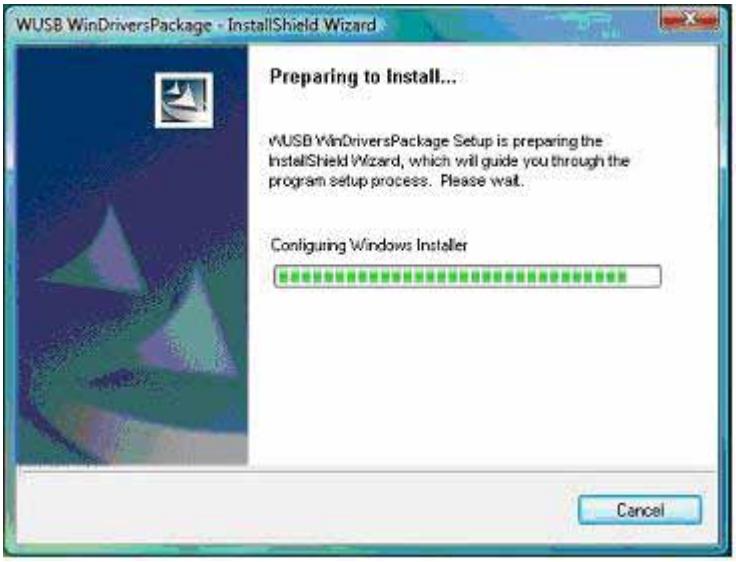

Wireless USB Software Setup
We recommend you turn off your AntiVirus software during the installation process
Next
Cancel

7. The install wizard begins installing the Wireless USB software. The installation process may include more than one step to accommodate several drivers that are installed.
8. Choose your geographic region to comply with your local radio regulations.

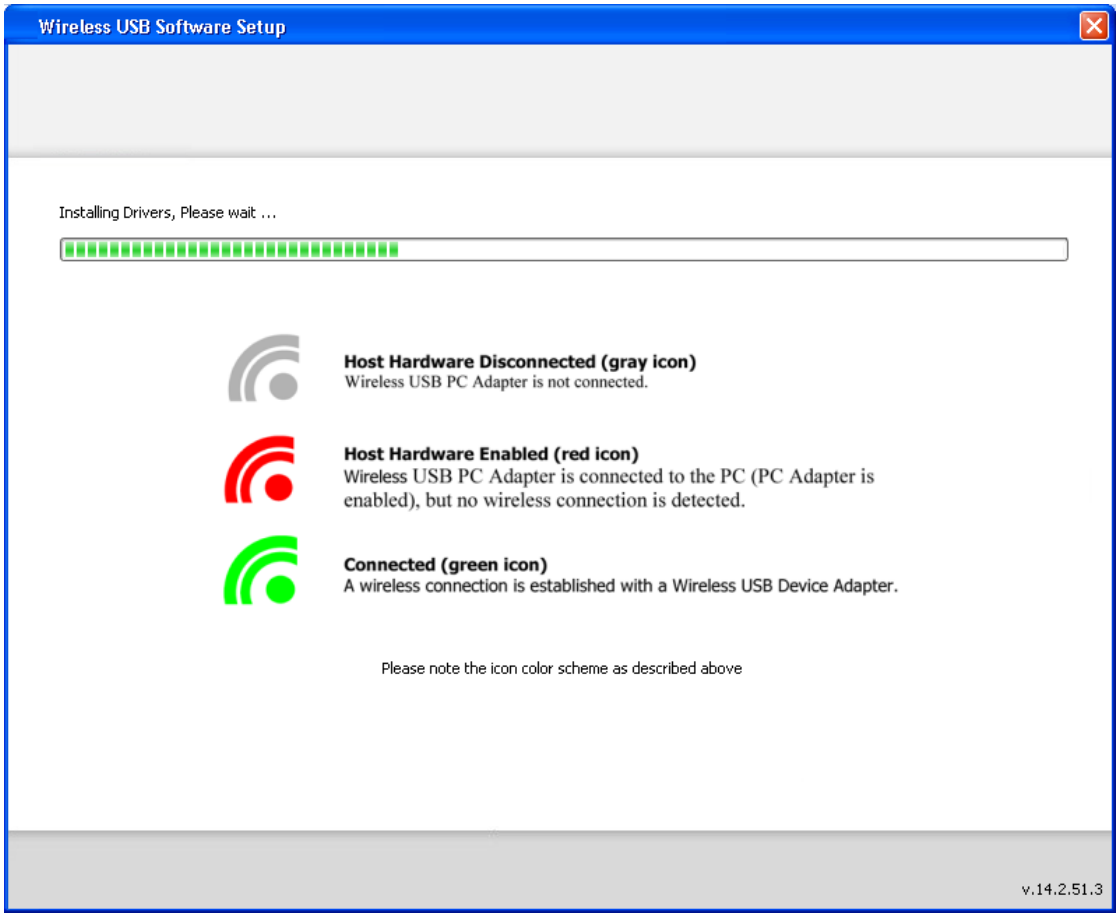
   This setting can be changed, if needed, once the software is installed.



9. Follow the on-screen instructions, and proceed by clicking **Next>** when prompted, or by approving authorization requests to continue the installation.

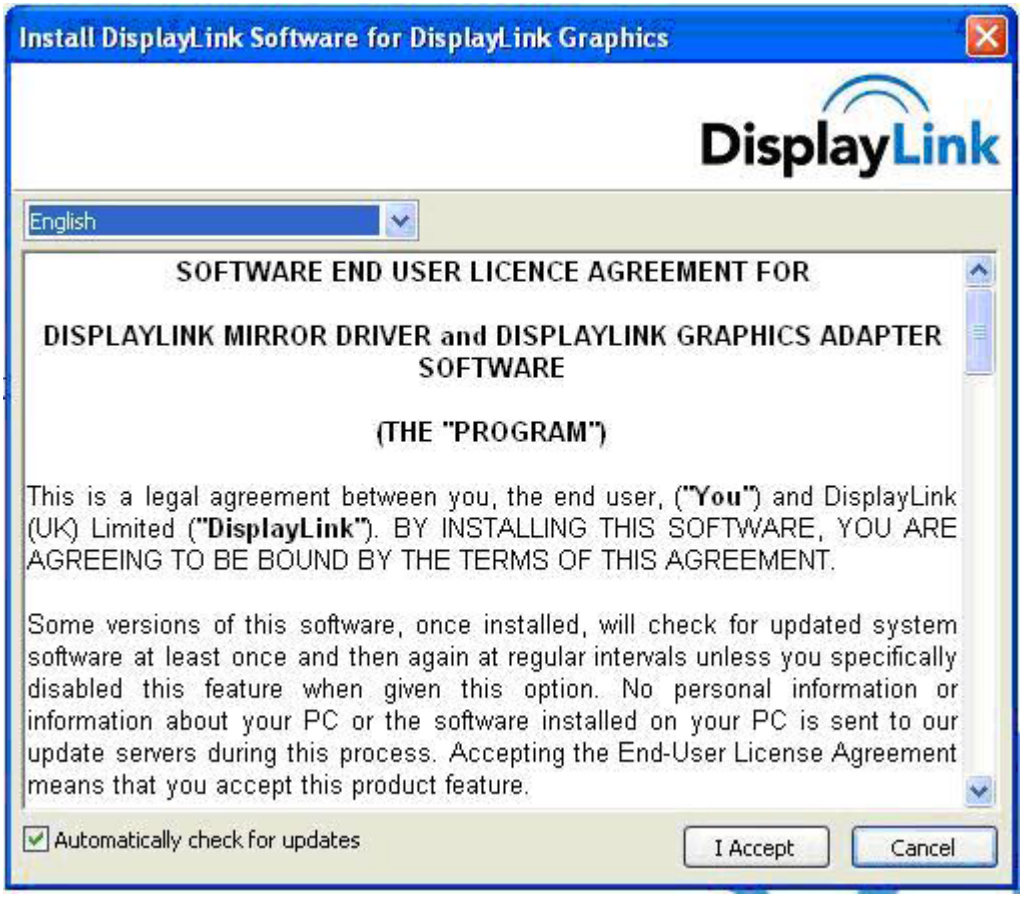

WUSB WinDriversPackage - InstallShield Wizard
Preparing to Install...
WUSB WinDriversPackage Setup is preparing the InstallShield Wizard, which will guide you through the program setup process. Please wait.
Configuring Windows Installer
Cancel

10. During the installation, tutorial information regarding the system may appear in the background.


Wireless USB Software Setup
Installing Drivers, Please wait ...
Host Hardware Disconnected (gray icon)
Wireless USB PC Adapter is not connected.
Host Hardware Enabled (red icon)
Wireless USB PC Adapter is connected to the PC (PC Adapter is enabled), but no wireless connection is detected.
Connected (green icon)
A wireless connection is established with a Wireless USB Device Adapter.
Please note the icon color scheme as described above
v.14.2.51.3

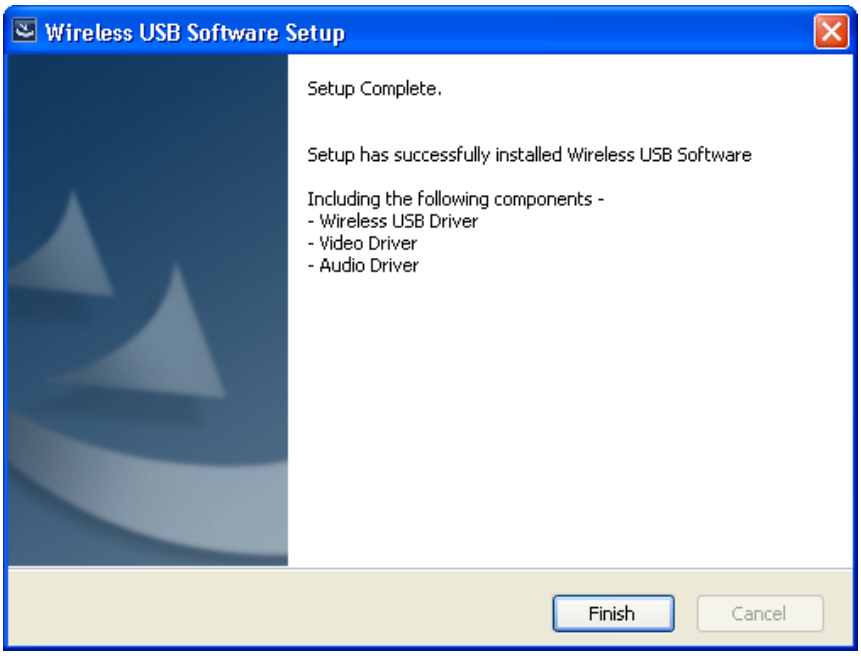
11. When the Wireless USB Driver installation has completed, the Display Link Video driver installation begins.

    Click **I Accept** to approve the end-user license agreement and continue installation.

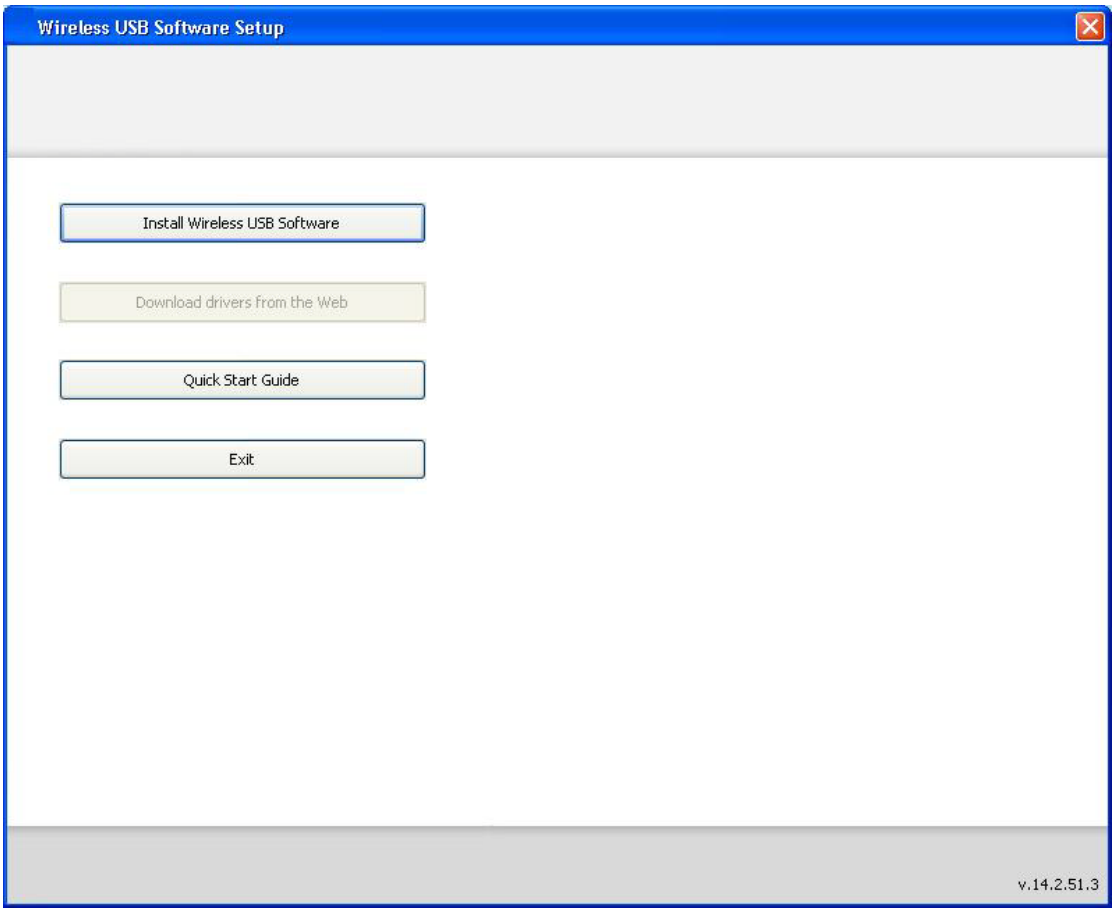

Install DisplayLink Software for DisplayLink Graphics
DisplayLink
English
SOFTWARE END USER LICENCE AGREEMENT FOR
DISPLAYLINK MIRROR DRIVER and DISPLAYLINK GRAPHICS ADAPTER SOFTWARE
(THE "PROGRAM")
This is a legal agreement between you, the end user, ("You") and DisplayLink (UK) Limited ("DisplayLink"). BY INSTALLING THIS SOFTWARE, YOU ARE AGREEING TO BE BOUND BY THE TERMS OF THIS AGREEMENT.
Some versions of this software, once installed, will check for updated system software at least once and then again at regular intervals unless you specifically disabled this feature when given this option. No personal information or information about your PC or the software installed on your PC is sent to our update servers during this process. Accepting the End-User License Agreement means that you accept this product feature.
Automatically check for updates
I Accept
Cancel

DisplayLink Core Software
Please wait while Windows configures DisplayLink Core Software. Your screens may temporarily go black or flash during this process.
Cancel

12. Audio driver and application driver are installed. Once this is done the following message appears:



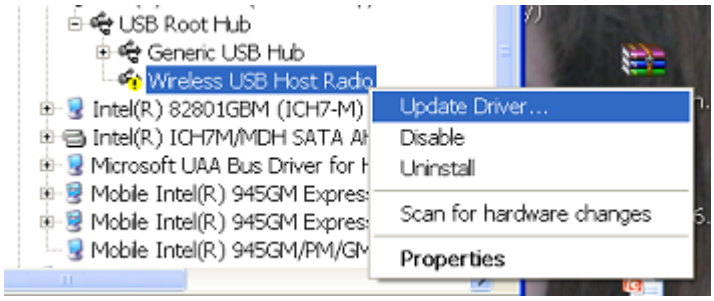
13. When the installation procedure has successfully finished, you are automatically returned to the opening screen of the Auto play menu. You may be requested to reboot.



Installing the drivers from a specific location

In case one of the drivers was not installed properly or the driver is not automatically found once plugging the PC adapter, please follow the following steps:

Plug in the PC adapter and select **Update Driver** after right click in the device manager.

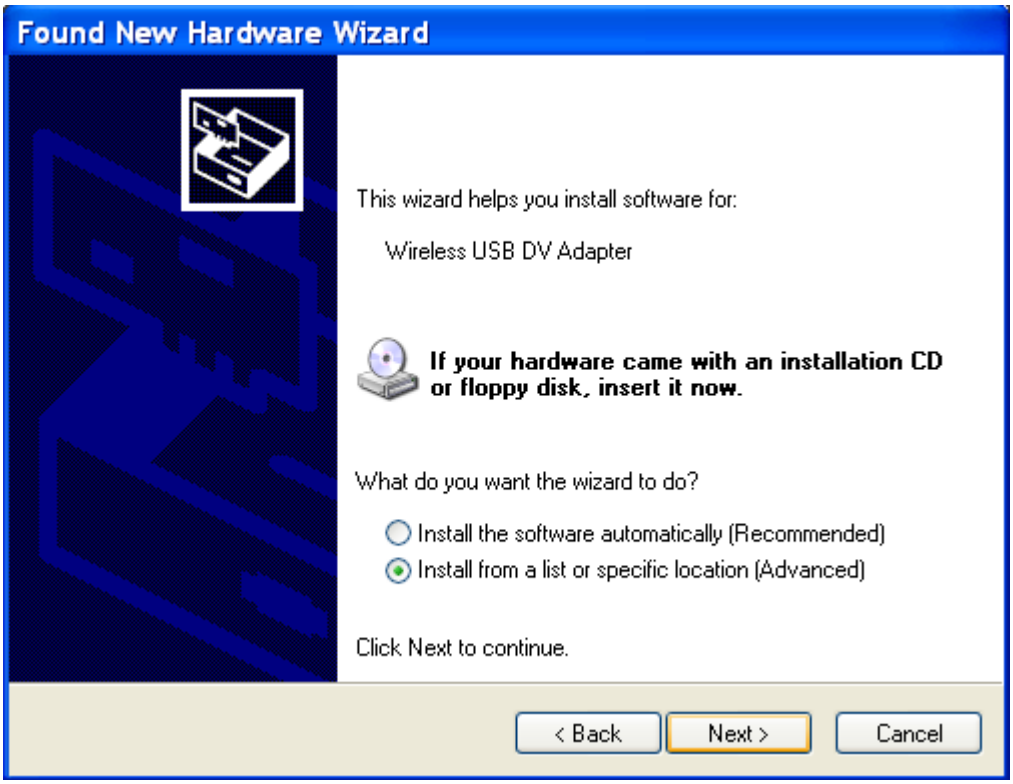


The following screen will pop up:

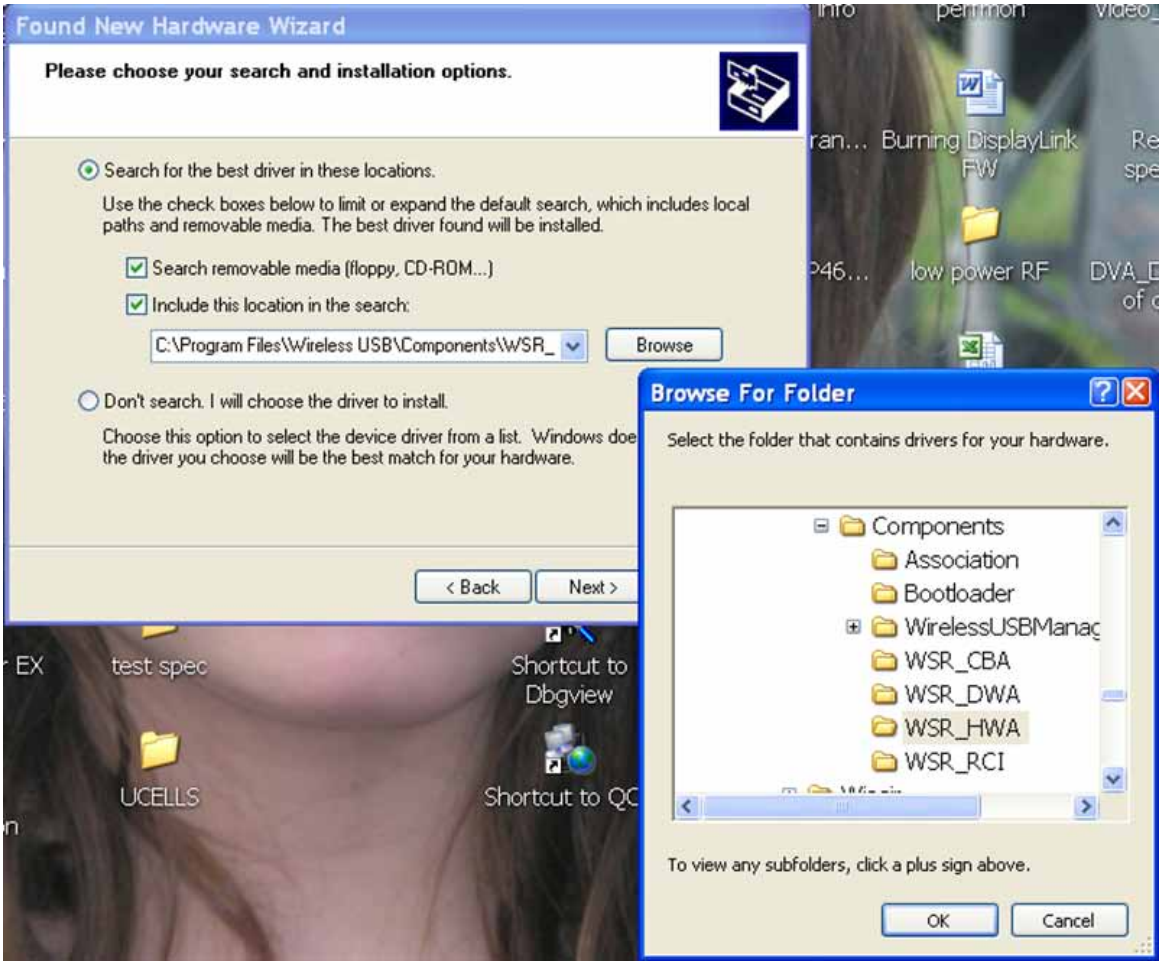
Found New Hardware Wizard
Welcome to the Found New Hardware Wizard
Windows will search for current and updated software by looking on your computer, on the hardware installation CD, or on the Windows Update Web site (with your permission).
Read our privacy policy
Can Windows connect to Windows Update to search for software?
Yes, this time only
Yes, now and every time I connect a device
No, not this time
Click Next to continue.
< Back
Next >
Cancel

Select **No, not this time** and **Next**.

The following screen will follow:


Found New Hardware Wizard
This wizard helps you install software for:
Wireless USB DV Adapter
If your hardware came with an installation CD or floppy disk, insert it now.
What do you want the wizard to do?
Install the software automatically (Recommended)
Install from a list or specific location (Advanced)
Click Next to continue.
< Back
Next >
Cancel

Select **Install from a list or specific location.**


Found New Hardware Wizard
Please choose your search and installation options.
Search for the best driver in these locations.
Use the check boxes below to limit or expand the default search, which includes local paths and removable media. The best driver found will be installed.
Search removable media (floppy, CD-ROM...)
Include this location in the search:
C:\Program Files\Wireless USB\Components\WSR_
Browse
Don't search. I will choose the driver to install.
Choose this option to select the device driver from a list. Windows doe
the driver you choose will be the best match for your hardware.
< Back
Next >
Browse For Folder
Select the folder that contains drivers for your hardware.
Components
Association
Bootloader
WirelessUSBManag
WSR_CBA
WSR_DWA
WSR_HWA
WSR_RCI
To view any subfolders, click a plus sign above.
OK
Cancel
Burning DisplayLink FW
low power RF
test spec
Shortcut to Dbgview
UCELLS
Shortcut to QC

Check **Include this location in the search,** click on Browse and select the following path:

For Wireless USB Host Radio:

C:\Program Files\Wireless USB\Components\WSR_RCI

For Wireless USB Host Adapter:

C:\Program Files\Wireless USB\Components\WSR_HWA

For Wireless USB DV Adapter:

C:\Program Files\Wireless USB\Components\WSR_DWA

Click **Next** and **Finish**.

Note: In case the most updated driver version is installed you will be informed that the update did not take place.

Setting up the Adapter

Connect the PC Adapter to the PC

1. Connect the Wireless USB PC Adapter to a high speed PC USB port. The system will automatically detect and install the drivers.

2. System Tray icon turns red , indicating that the PC Adapter (Host) is ready to connect to any paired wireless USB device in range.

Connect the HD Base Adapter

Attach the HD Base Adapter to the remote display device (TV, Projector, Monitor), using the HDMI cable and ensure the PC (with a PC Adapter attached) is within 3 meters (10 feet) distance from the HD Base Adapter for initial connection. Ensure the two Adapters, PC and Device, have clear line-of-sight. Connect the provided power supply to the Base adapter power receptacle.

Note: The PC Adapter and Device Adapter in this set are already paired and do not require performing a pairing procedure. If you should need to perform pairing manually for any reason (e.g. connecting to a new host PC Adapter, or adding a Device Adapter that was not purchased in a set), please refer to Problems with Pairing.

Wait for the System tray Icon to turn green , indicating that a wireless connection with the Wireless Laptop to Home Theatre adapter has been established.

The Display icon is also displayed as soon as a connection is established and the Display drivers are active.

Note:

- If you do not see the icon changing to green, please verify the line of sight between the adapters.

- If you do not see the Display icon, please refer to Video section or try the suggestions under Service Activation.

- If you do see green icon and display icon but do not see a picture on your TV, please refer to The StreamHD adapter does not turn on or to The StreamHD shows a "waiting for connection" message.

Connecting AudioThe following options can be used to connect an Audio Output Device to the Base Adapter:

Using the HDMI connector:

Connect the HDMI cable to the HD Base. Both video and audio are supported when using the HDMI cable.

Connect the other end of the HDMI cable to the appropriate HDMI port on the TV, Projector or Monitor for stereo audio or to an available port in a home theater system for surround sound. For this configuration the home theater system should support HDMI output to be connected to the TV, Projector or Monitor. Verify the receiver is configured to the correct input.

Using the Optical S/PDIF connector:

Connect the S/PDIF cable to an available port in a home theater system for surround sound. Verify the audio receiver is configured to the correct input.

Using the dedicated 3.5mm port:

Connect an audio cable with a 3.5mm (mini-stereo) plug to the audio jack on the Adapter Base (green color), Connect the other end of the audio cable to the appropriate audio input jack on the TV, Projector, Monitor, speaker system. This port supports stereo audio only.

Note: The audio output is activated automatically. If you need to set the audio output device manually, see Setting Audio Output Device.

Positioning the PC Adapter

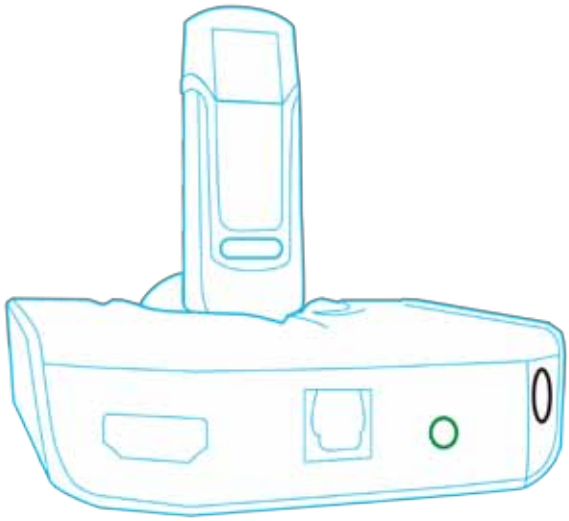
To achieve best performance it is recommended to position the PC Adapter in the upright position.

PC in working mode - PC Adapter in upright position

Positioning the Base Adapter

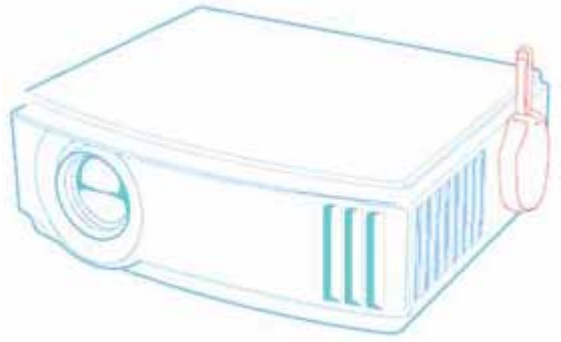
The StreamHD adapter is designed for two possible mounting options:

Simple table placement: The adapter Base is placed on a flat horizontal surface, and the Device Adapter is connected at 90 degrees relative to the base so that the Device Adapter is in vertical position. See drawing below:



Vertical mounting: The Base is fastened to a wall, a projector, or behind a display screen, and the Device Adapter is connected so that it is flat with the mounting surface, with the Device Adapter pointing upwards.

Important leave the top side of the Device Adapter unmasked for best radio performance, see picture below:



Note: For best performance, it is recommended to always position the Device Adapter vertically so that it is pointing upwards.

Icons Indications

Wireless USB Manager User Interface

The Wireless USB Manager allows you to monitor and control the available Wireless USB devices and connections that are within the PC's range.

Wireless USB Manager System Tray Icon

The Wireless USB Manager icon is automatically displayed in the Windows System Tray whenever Windows starts.

In Win7 it might be hidden and need to open the System Tray in order to see it.

The color and shape of the icon indicates the current activity state, as described in the following table:

Icon Color	Status
	Host Hardware Disconnected (gray icon) Wireless USB PC Adapter is not connected.
	Host Hardware Enabled (red icon) Wireless USB PC Adapter is connected to the PC (PC Adapter is enabled), but wireless connection is not active.
	Connected (green icon) A wireless connection is established with a Wireless USB Device Adapter.

Icon Color	Status
	Wireless USB Channel is Busy (green icon with exclamation) Low channel quality detected, but at least one Wireless USB device is still connected. To improve connection quality, see Channel busy.
	Wireless USB Channel is not available (red icon with exclamation) No available channel detected. To improve connection quality, see Channel busy.
	Host Hardware Disabled (gray icon with X) Wireless USB PC Adapter is disabled. **Note:** Under the Japan regional setting, this icon is displayed whenever the AC power source is disconnected from the PC.

LED indication

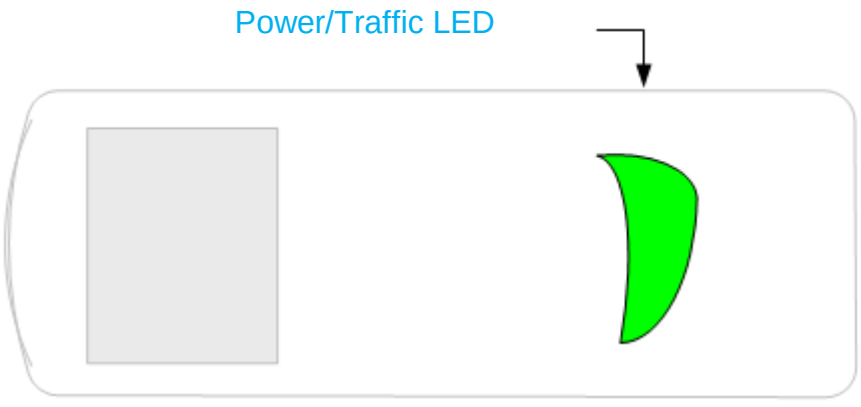
The following LED indications allow you to see the operational status of the Wireless USB Adapters.

Power:

- OFF when no power is applied or adapter is not connected to a USB port.
- On when power is applied and wireless connection between the PC Adapter and the Device Adapter is not established.

Traffic:

- Rapid flashing when data is received or transmitted.



Wireless USB Adapter

Wireless USB manager

Context menu options

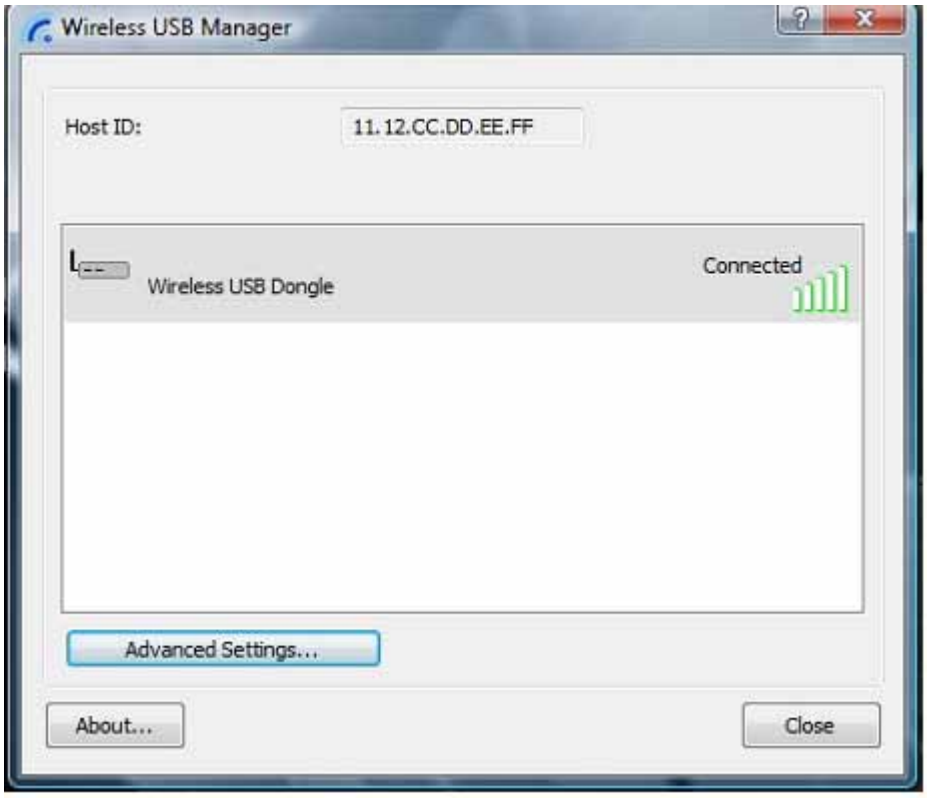
Accessing the Wireless USB Manager

To access the Wireless USB Manager: Right click the Wireless USB Manager System Tray icon and select Wireless USB Connections to display the Wireless USB Manager screen.

System Tray Icon - Context menu

Context menu options

Menu Option	Description
Wireless USB Manager	Displays the main user interface, which displays a list of Wireless USB devices that are available, and their connection status (**Connected**, **Not Connected**, **Blocked**)
Troubleshooting	Opens the help/troubleshooting file (HTML format) in a browser
About	Displays the About screen, containing version information for the drivers and software
Exit	Closes the Wireless USB Manager application



Wireless USB Manager – remote device connected

Wireless USB Options

Wireless USB Manager Options

Menu Option	Description
Host ID	Displays the currently connected PC Adapter ID number
Connection Quality:	The following are the different states of the connection status icon which indicates the connection quality:
	Blocked
	Not connected
	Connected
	Medium
	Good

Menu Option	Description
	Very Good Excellent
Advanced Settings	Displays the Advanced Settings screen, allows configuration of the PC Adapter Radio settings.
Close	Closes the Wireless USB Manager screen, does NOT close the Wireless USB Manager application.
About	Displays the About screen containing basic information regarding the software version and vendor details

Device names

Changing Device Names in the Wireless USB Manager

The Wireless USB Manager screen allows you to modify the name of the device that appears in the connections list.

To modify the device name:

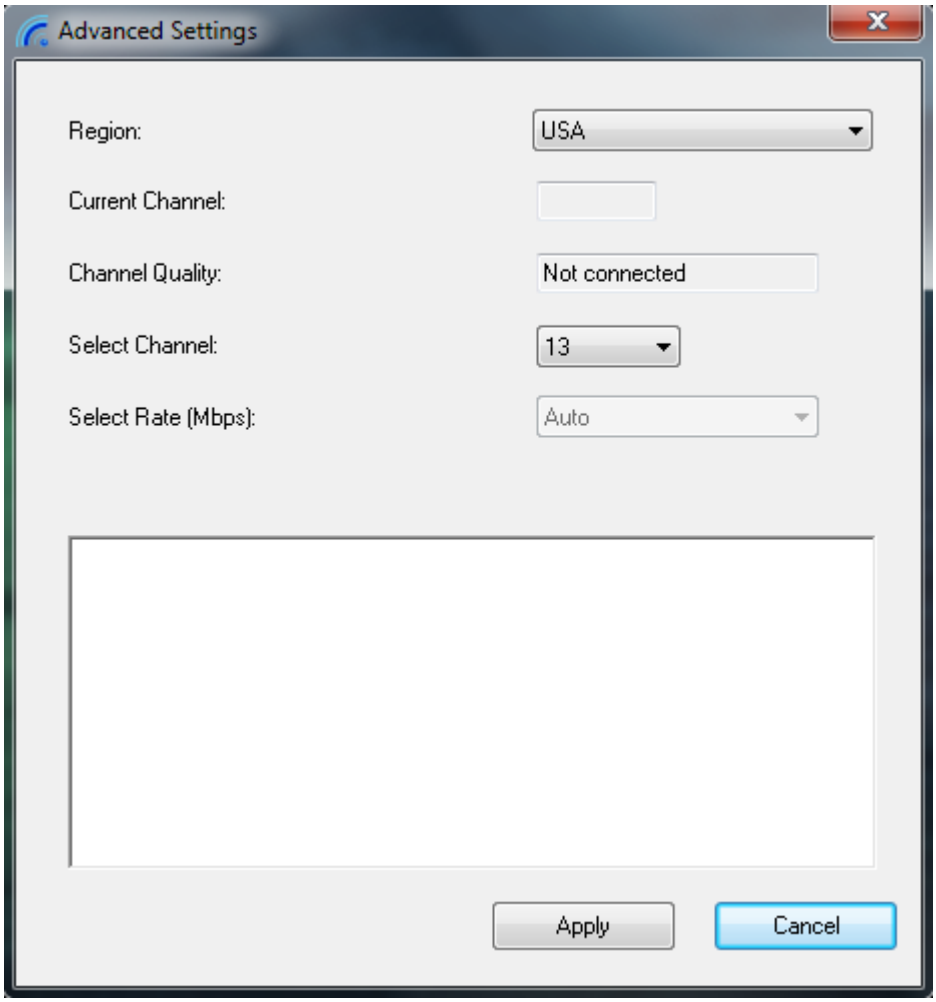
1. Double-click the device name.
2. Enter the text that you want.
3. Click anywhere outside of the device name area to finalize.

Editing Device Name in Wireless USB Manager

Advanced settings

The Wireless USB Manager's Advanced Settings screen allows the configuration of the Channel and Region selection in the Host. To access the Advanced settings screen:

· In the Wireless USB Manager screen, click Advanced Settings.



Advanced Settings Screen

Option	Description
Region:	Allows selecting the regulatory region: **USA**, **Europe**, **Japan**, **Korea**, **China**
Current Channel (read only)	Displays the current Radio Channel
Channel Quality (read only)	Displays Channel quality: Excellent, Very Good, Good, Low, Not Connected
Select Channel	Allows selecting Radio Channels: **13***, **14**, **15#**
Select Rate (Mbps)	This option is not active
OK	Applies configuration changes that were made
Close	Closes the Advanced Settings screen

Note: * This is the default value for USA region.

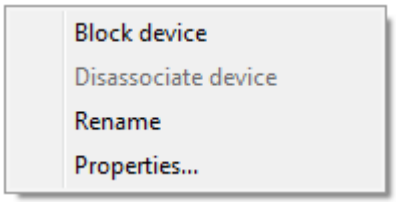
This is the only available option for Europe, Japan, Korea and China regions.

Blocking or Disassociating

Blocking or Disassociating a Device

The Wireless USB Manager screen allows you to remove devices or to temporarily disable them from connecting to the PC Adapter. To Block a device temporarily, and prevent it from connecting to the PC Adapter:

Right click the device name in the **Connection list** and select **Block Device**.



Wireless USB Manager Context Menu

To remove a device from the list of available devices completely:

Right click the device name in the **Connection list** and select **Disassociate Device**.

Wireless USB Manager remote device blocked

Note: The Disassociate Device option is only available for Device Adapters that are purchased separately and not in a set. For information about pairing an Adapter set, see Problems with Pairing.

Context Menu Options

Menu Option	Description
Block/UnBlock Device	Allows you to temporarily disable a device from connecting with the PC Adapter.
Disassociate Device	Removes the device from the list. To return the device to

Menu Option	Description
	the list, Pairing must be performed.
Rename	Allows you to change device name as it appears on the Wireless USB Manager.
Properties	Displays the properties screen for this device.

Configuring the Display

Setting options for the display

The following are the suggested work configurations when connecting a display screen to the Base Adapter:

- Mirror Mode
- Extend Mode
- Laptop with Lid Closed
- External Display Only

Note: On Windows XP/Vista, the display properties for the Base Adapter can be configured in two ways: as described in Configuring the Display > In Windows XP/Vista > via the Display Icon Context Menu, or as described in Configuring the Display > in Windows XP/Vista > via Windows Display Properties On Windows 7, refer to Configuring the Display > In Windows 7 Configuring Display in Windows 7.

When changing settings, or during first connection between the PC Adapter and the StreamHD adapter, the PC display may flicker or turn on and off as the screen resolution is being automatically adjusted.

This section describes the different modes that can be set. In Configuring the Display > In Windows XP/Vista and Configuring the Display > In Windows 7 you will find the procedures for configuring these modes.

Using Mirror mode

Mirror mode is used to display the identical content on the additional screen as is shown on the main PC/Laptop screen. **Mirror** mode is generally used to display the PC contents on a larger or higher definition display. In Mirror mode the default resolution is chosen based on the common denominator between the PC and the additional screen, therefore, for most PCs, 1080p will not be supported.

Mirror Mode - displaying PC desktop on a larger display screen

Note: Mirror mode is not recommended for playing HD video.

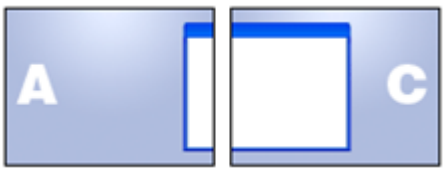
Using Extend mode

Using the system in Extend Mode - setting the wireless system to operate as an extension or as an additional screen to the PC.

Instructions:

Use the Extend mode to display different content on each display screen. In Extend mode, the display attached to the Base Adapter becomes an extended part of the Windows desktop. The extra desktop area is a great productivity aid, allowing you to view or work with more applications or documents at the same time.

You can also use this mode to extend your desktop to fill multiple screens that are positioned next to each other for a larger continuous work space.



PC screen External (extended) screen

Illustration of extend mode

Note: Extend mode is recommended for playing HD video as Mirror mode is limited by the resolutions supported in the PC.

Extend Mode - using a second display for an additional application or a movie

Laptop Operation with the Lid Closed

You can work conveniently with a laptop by setting its default action upon closing the lid to "**Do nothing**" (to prevent the laptop from entering "sleep" or "hibernation" mode, **Control Panel > Power Options**, "**When I close the lid:**" - "**Do nothing**"), and then set the Base Adapter screen as the primary display while disabling the main.

The laptop lid can then be closed, and the laptop can be used with the Base Adapter screen and an external keyboard and mouse attached to the laptop. This configuration can be used together with either Mirror mode or Extend mode.

External Display Only

When you want to use the external display only, you can close your main monitor and view movies on the external display attached to the Base Adapter.

Configuring the Display in Windows 7

Setting Mirror or Extend Mode in Windows 7

In Windows 7, there is a built in support for external monitor. To use it press the windows key together with the P key (+P), and then the following menu will appear:

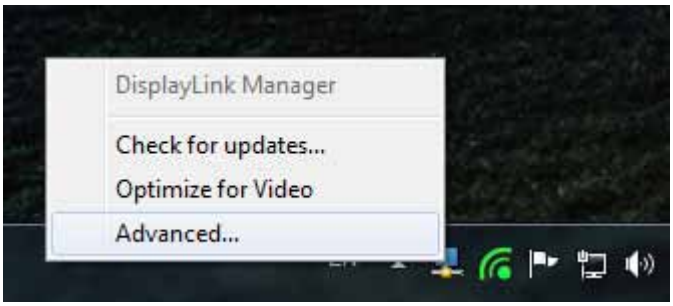
Switching projection mode under Windows 7

For mirror mode, choose **Duplicate**;

For Extend mode, choose **Extend**.

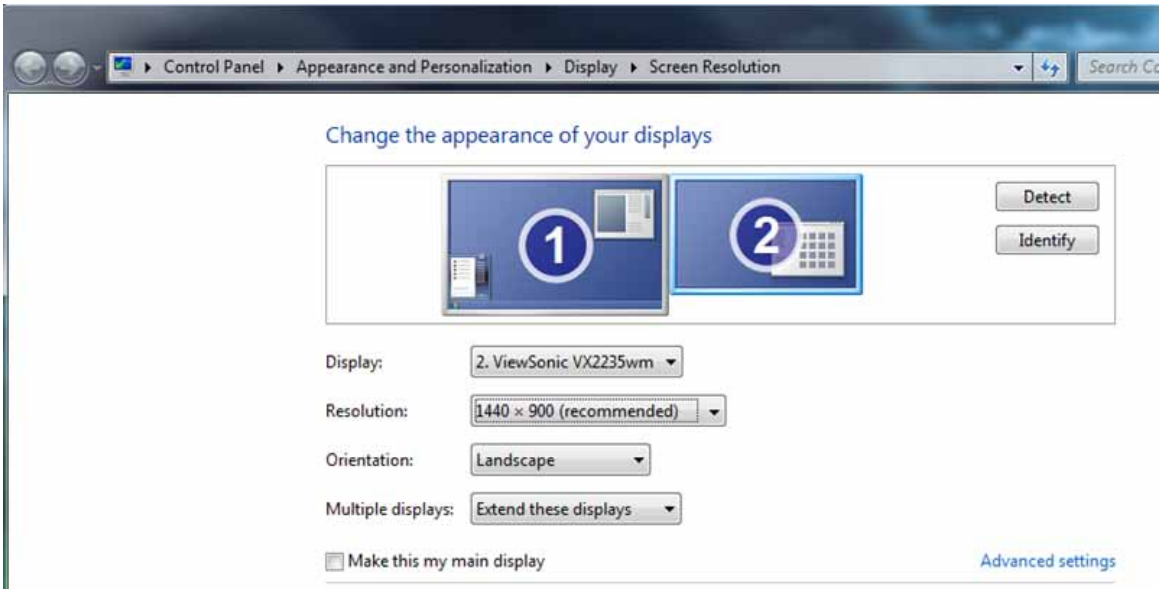
Configure Screen Options in Windows 7

When a link is established with the StreamHD adapter, the Display drivers are activated and the Display icon appears in the Windows system tray. The right-click context menu of the Display icon contains configuration options that correspond to the display mode.



DisplayLink Context Menu

To configure screen resolution, or any other display option, choose Advanced. The following window will appear:



Windows 7 Display Settings

To change any of the external display settings:

Select the appropriate display name in the **Display** scroll down options. You should select the name of the TV or Monitor or Projector connected to your Base Adapter.

Select the desired value in any of the available settings:

Resolution: your external display resolution.

Orientation: select either Landscape or Portrait.

Multiple displays: select either Mirror or Extend mode.

Make this my main display: mark this option to make the external display the primary display on which the desktop is displayed.

Configuring the Display in Windows XP or Vista

Configuring the Display via the Display Icon Context Menu

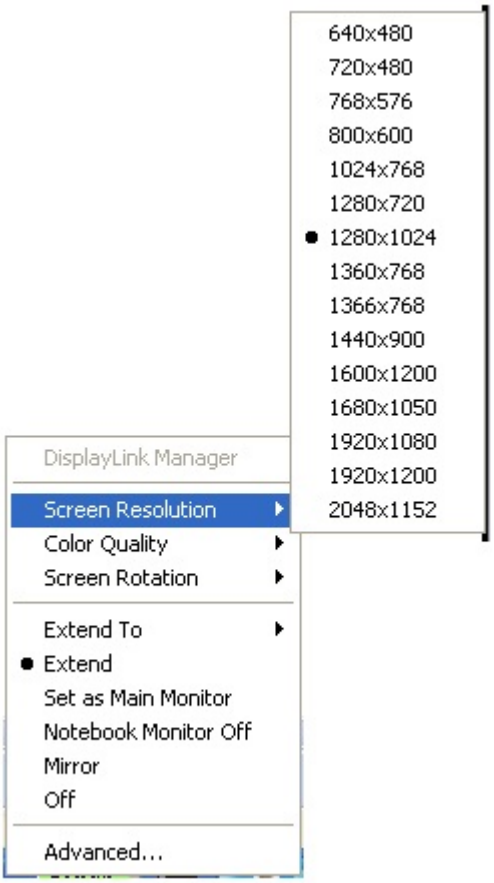
Icon Context Menu in Windows XP or Vista

When a link is established with the StreamHD adapter, the Display drivers are activated and the Display icon appears in the Windows system tray.

The right-click context menu of the Display icon contains configuration options that correspond to the display mode.

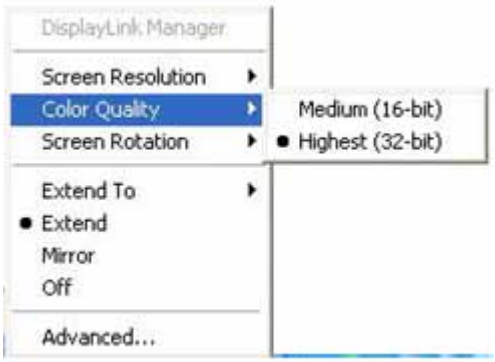
Note: When changing settings, the PC display may flicker or turn on and off as the screen resolution is automatically adjusted.

Screen Resolution:



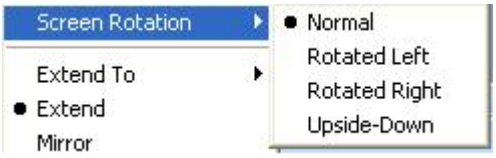
The resolutions supported by the screen attached and the display adapter will appear in the drop down menu. This option is available in Extend mode only. In mirror mode the resolution supported by both screens will be applied.

Color Quality:



This option is available in Extend mode only. In mirror mode the color quality supported by both screen will be applied.

Screen Rotation:



This option allows the user to rotate or flip the monitor. It is applicable in both Mirror and Extend modes.

Extend To:

This option allows the user to select the direction the monitor will extend to.

Extend:

Select Extend mode.

Mirror:

Select Mirror mode

Off:

Disable the remote display.

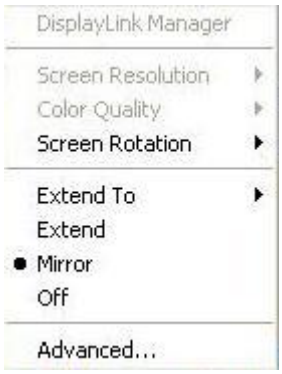
Advanced:

With this option the user opens the windows Display settings screen and can select all display options from there.

Setting Mirror Mode in Windows XP/Vista

To set the display to **Mirror** mode:

Right click the DisplayLink System Tray icon and select **Mirror** from the context menu.



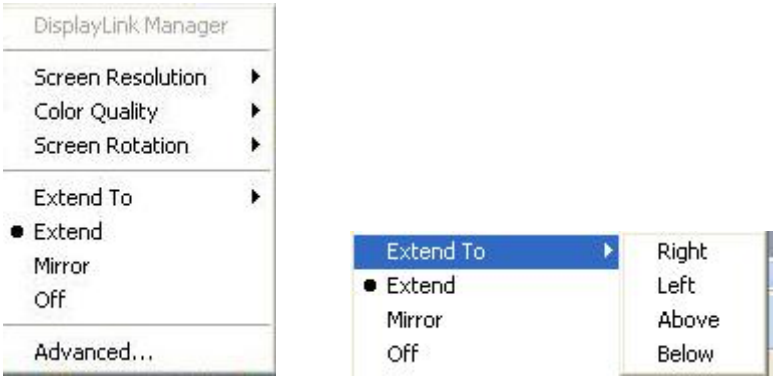
- The resolution, color depth and refresh rate of the primary screen are duplicated on the display connected to the Base Adapter.
- If the display connected to the Base Adapter supports a lower resolution than the primary display, the primary graphics device will have its resolution changed automatically to ensure the whole picture fits on the additional display screen.
- If the display screen connected to the Base Adapter is larger than the primary screen, the image will be adjusted to a letter-box frame to preserve the correct aspect ratio.

Note: When changing from Extend to Mirror mode, it is recommended to first set the Display to Off, and then set to Mirror.

Setting Extend Mode in Windows XP/Vista

To set the display to Extend mode:

Right click the DisplayLink System Tray icon and select Extend from the context menu. You can also select the Extend To option to specify which side of the extended space is occupied by the extended display.



Note: When changing from Mirror to Extend mode, it is recommended to

first set the Display to Off, and then set to Extend.

To place an application window in the extended space, use the following tips:

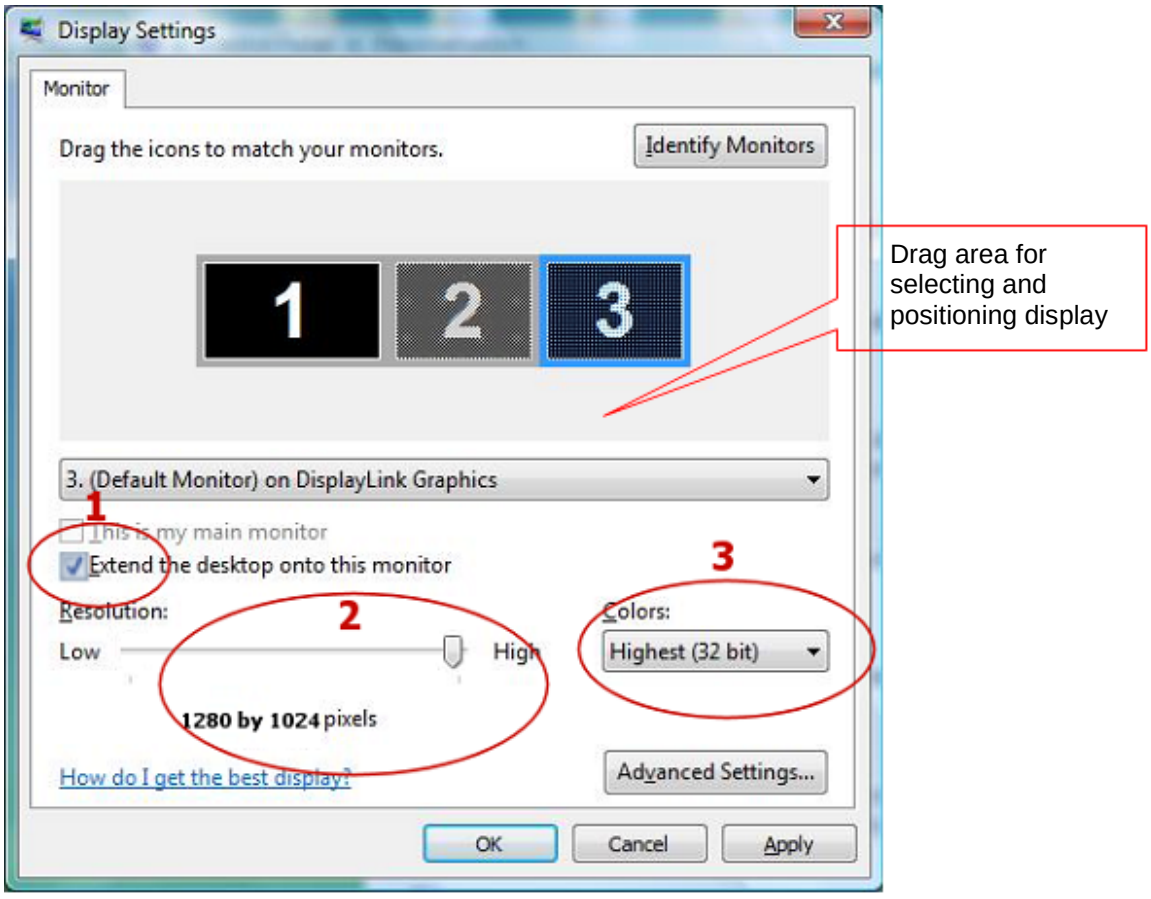
- Reduce the application window size to about half the normal size, and then drag the application window (dragging by the Title Bar at the top of the screen) past the edge of your main display and into the extended display space. Resize the window in the extended space as needed for comfortable viewing.
- When dragging a running process window such as a movie or other application from the main screen to the extended screen, it is recommended to pause or stop the running application first, and restart it in the extended screen.

Configuring the Display via Windows Display Properties in Windows XP/Vista

Display settings can also be configured from the **Windows Display Properties** dialog box.

(In Windows Vista: right click on the desktop, select **Personalize** > **Display Settings**.

In Windows XP: right click on the desktop, select **Properties**>**Settings** tab).



Windows Display Settings

Selecting the Correct Display Monitor

In the monitor drop down box, find the entry for the Base Adapter display monitor "...on DisplayLink Graphics". You can arrange this display's position with respect to the other monitors on the extended desktop by using the drag area at the top of the Windows Display Settings dialog. If you are not sure which number represents which display, click Identify Monitors and a large identifying number will appear on each display.

Setting the Display to Extend or Mirror Mode

To set the display in Extend mode, check the option **Extend the desktop onto this monitor**.

To set the display into Mirror mode, uncheck the box marked **Extend the desktop onto this monitor** (see circle #1 in Figure above).

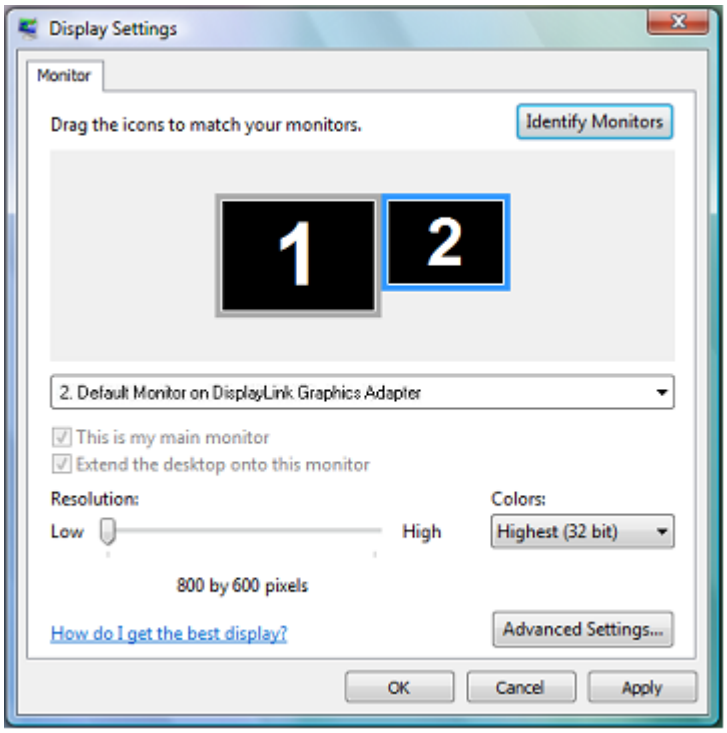
Adjusting Screen Resolution

Use the Resolution slider to adjust the desired resolution of the display (see circle #2 in above Figure).

Adjusting Color Level

Use the Colors drop-down box to select a color complexity level (see circle #3 in above Figure).

Setting the StreamHD adapter as the Primary Display



To make the StreamHD adapter the primary display:

1. Select the screen that is connected to the Base Adapter - for example "**Default Monitor on DisplayLink Graphics Adapter**" as shown in the screen above.
2. Check the option **Extend the desktop onto this monitor**.
   (In Windows XP - **Extend my Windows desktop onto this monitor**).

3. Check the option **This is my main monitor**.
   (in Windows XP - **Use this device as the primary monitor**).
4. Click **OK** to save the new settings.

Note:

On some PCs it is necessary to disable the main display (uncheck the box marked Extend the desktop onto this monitor for the main display) as part of the same settings change.

The Base Adapter remains the primary one if the PC enters Hibernate or Suspend mode or is rebooted. If the Base Adapter is detached, the main display becomes the primary display again.

Supported Resolutions

Problem/Question:

I have a Full HD TV but I can't set the screen resolution on it to 1920 x 1080 which is the native resolution of this TV.

Answer:

The maximum screen resolution supported by the product is 1080p (1920 x 1080). However in mirror mode you are limited by the maximum resolution of your PC. Therefore you need to change the mode to extend mode as described in Configuring the Display.

The StreamHD adapter does not turn on

Problem/Question:

The StreamHD adapter does not turn on.

Symptom:

No picture is displayed on the wirelessly connected screen/TV.

Solution:

Make sure the power cord is properly connected to the base. Verify the TV is set to the correct input (i.e. HDMI1). This is done using the remote control of the TV. Additionally, follow the steps on the quick start guide for HW and SW installation that can be found in the autorun (in the CD) and check the section Configuring the Display.

The StreamHD shows a “waiting for connection” message

Problem/Question:

The StreamHD shows a “waiting for connection”message.

Symptom:

A standard message is displayed on the wirelessly connected screen/TV.

Solution:

Check the section Configuring the Display. Additionally, follow the steps on the quick start guide for HW and SW installation that can be found in the autorun (in the CD).

Colors are distorted

Problem/Question:

Colors on the display screen or TV are distorted.

Symptom:

The screen appears on the TV but colors appear green or pink:

Solution:

Download the latest DisplayLink driver from http://www.displaylink.com/support/downloads.php.

Drivers Information

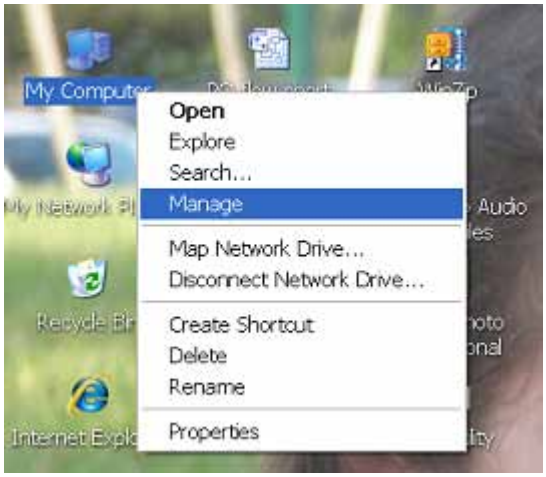
Verifying the drivers are installed and functional.

Device Manager

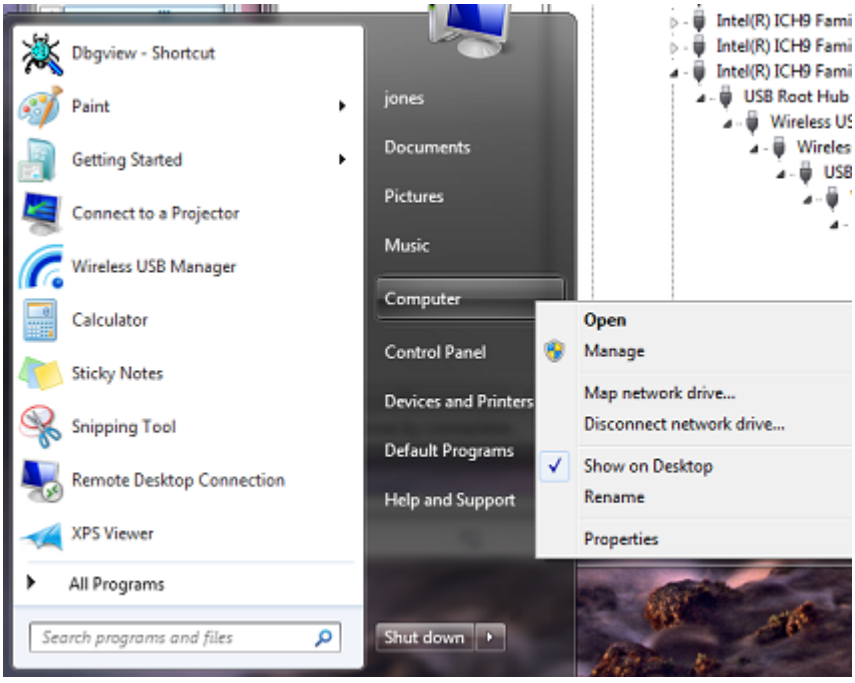
Viewing the drivers in the device manager

To view the drivers in the Device manager:

Right click on **My computer** select **Manage**.



In windows XP:



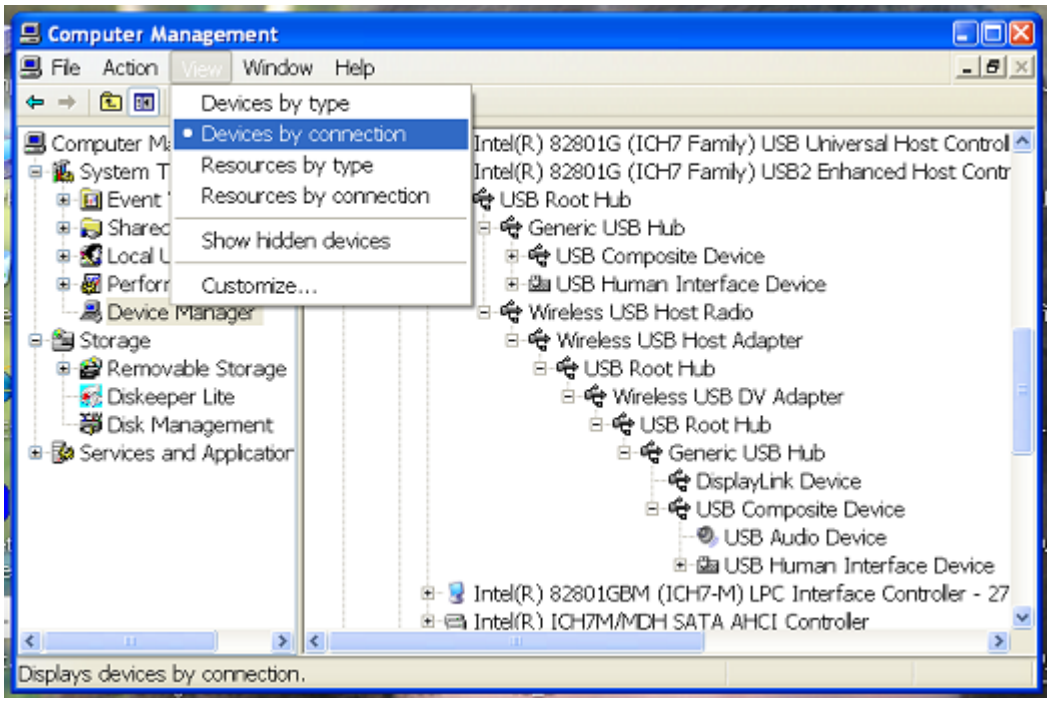
In Windows 7:

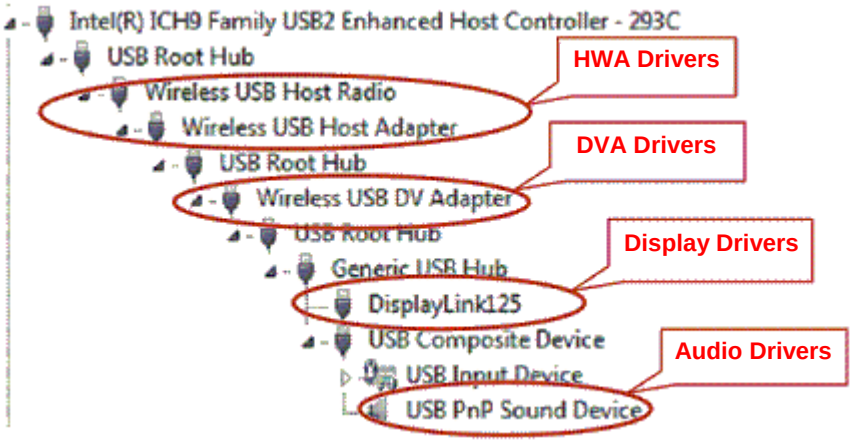
Select **Device Manager**.

Select **View > Devices by connection**.

Open the **USB devices** under **PCI bus**.

When the device is connected and all drivers are loaded properly you should get the following:

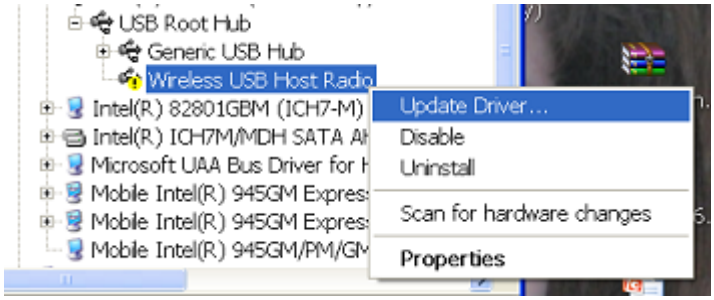




If one or more of the drivers were not loaded properly it may appear with exclamation mark:

Intel(R) 82801G (ICH7 Family) USB Univers
Intel(R) 82801G (ICH7 Family) USB2 Enhan
USB Root Hub
Generic USB Hub
Wireless USB Host Radio

To repair this please Right click and select **Update drivers** or **Uninstall** and detach and reattach the PC Adapter.



Verifying WUSB Drivers installation

Viewing the drivers in the installed directory

Open C:\Windows\System32\Drivers and look that the following files are there:

WSR_CBA.SYS

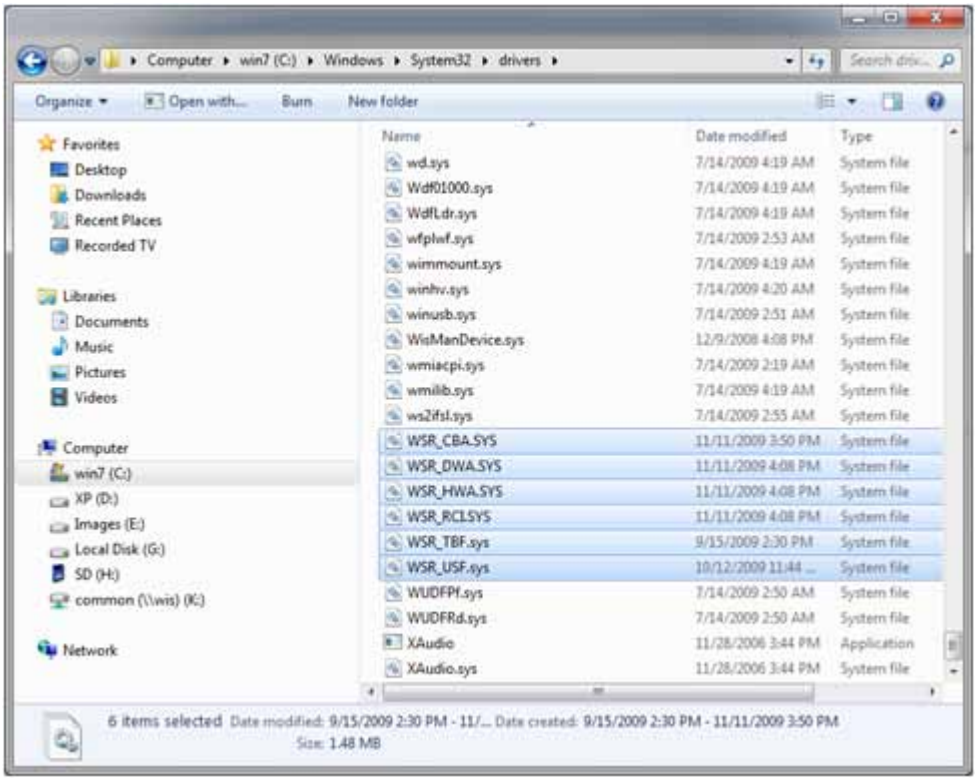
WSR_DWA.SYS

WSR_HWA.SYS

WSR_RCI.SYS

WSR_TBF.SYS

WSR_USF.SYS


Computer ▸ win7 (C:) ▸ Windows ▸ System32 ▸ drivers ▸
Organize
Open with...
Burn
New folder
Favorites
Desktop
Downloads
Recent Places
Recorded TV
Libraries
Documents
Music
Pictures
Videos
Computer
win7 (C:)
XP (D:)
Images (E:)
Local Disk (G:)
SD (H:)
common (\\wis) (K:)
Network
Name
Date modified
Type
wd.sys 7/14/2009 4:19 AM System file
Wdf01000.sys 7/14/2009 4:19 AM System file
WdfLdr.sys 7/14/2009 4:19 AM System file
wfplwf.sys 7/14/2009 2:53 AM System file
wimmount.sys 7/14/2009 4:19 AM System file
winhv.sys 7/14/2009 4:20 AM System file
winusb.sys 7/14/2009 2:51 AM System file
WmiManDevice.sys 12/9/2008 4:08 PM System file
wmiacpi.sys 7/14/2009 2:19 AM System file
wmilib.sys 7/14/2009 4:19 AM System file
ws2ifsl.sys 7/14/2009 2:55 AM System file
WSR_CBA.SYS 11/11/2009 3:50 PM System file
WSR_DWA.SYS 11/11/2009 4:08 PM System file
WSR_HWA.SYS 11/11/2009 4:08 PM System file
WSR_RCI.SYS 11/11/2009 4:08 PM System file
WSR_TBF.sys 9/15/2009 2:30 PM System file
WSR_USF.sys 10/12/2009 11:44 ... System file
WUDFPf.sys 7/14/2009 2:50 AM System file
WUDFRd.sys 7/14/2009 2:50 AM System file
XAudio 11/28/2006 3:44 PM Application
XAudio.sys 11/28/2006 3:44 PM System file
6 items selected Date modified: 9/15/2009 2:30 PM - 11/... Date created: 9/15/2009 2:30 PM - 11/11/2009 3:50 PM
Size: 1.48 MB

If any of the drivers are missing please uninstall and reinstall the wireless USB drivers.

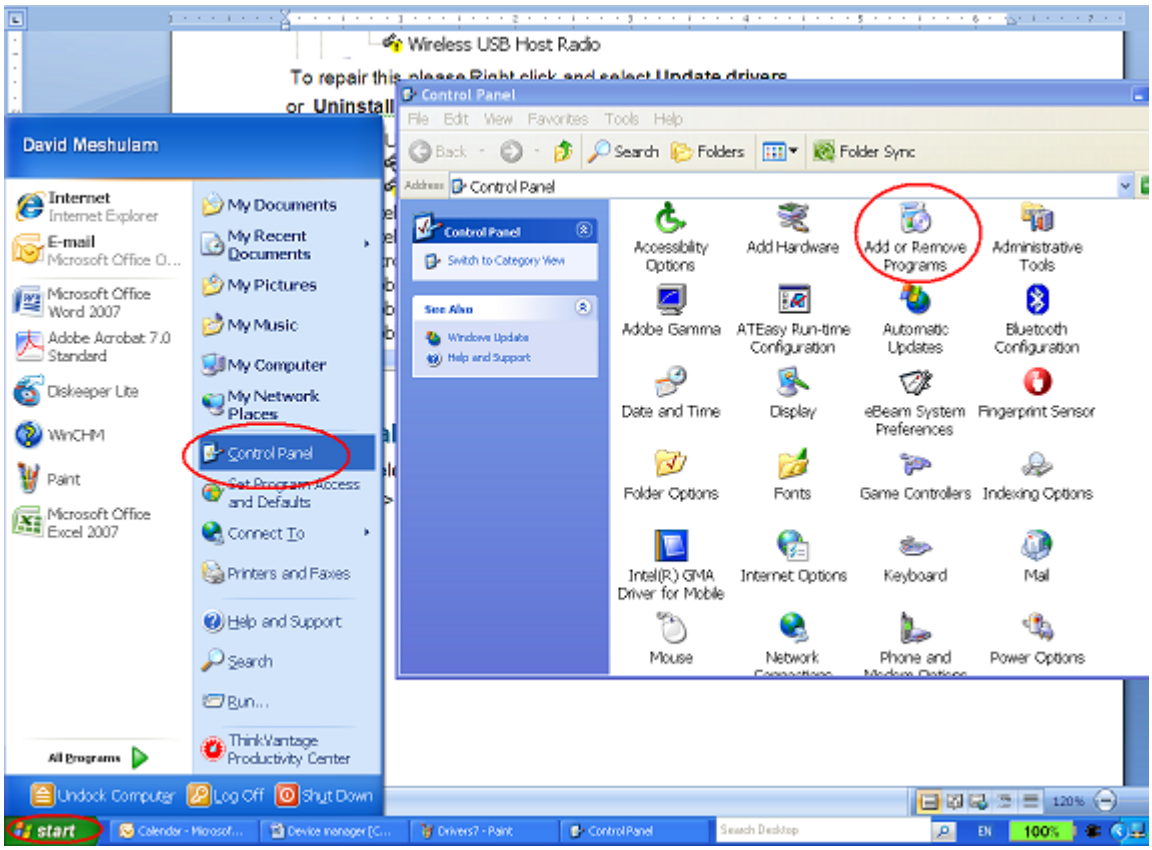
Uninstalling Drivers

You may select **Uninstall** on the device manager as explained above.

To completely remove the driver installation Go to:

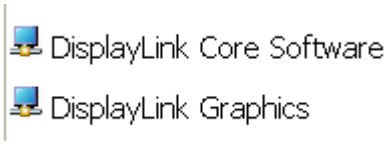
In Windows XP: Start > **Control Panel** > **Add or remove programs**

In Windows 7: Start > **Control Panel** > **Programs** > **Programs and Features**



Select the driver you would like to remove:

Display drivers:



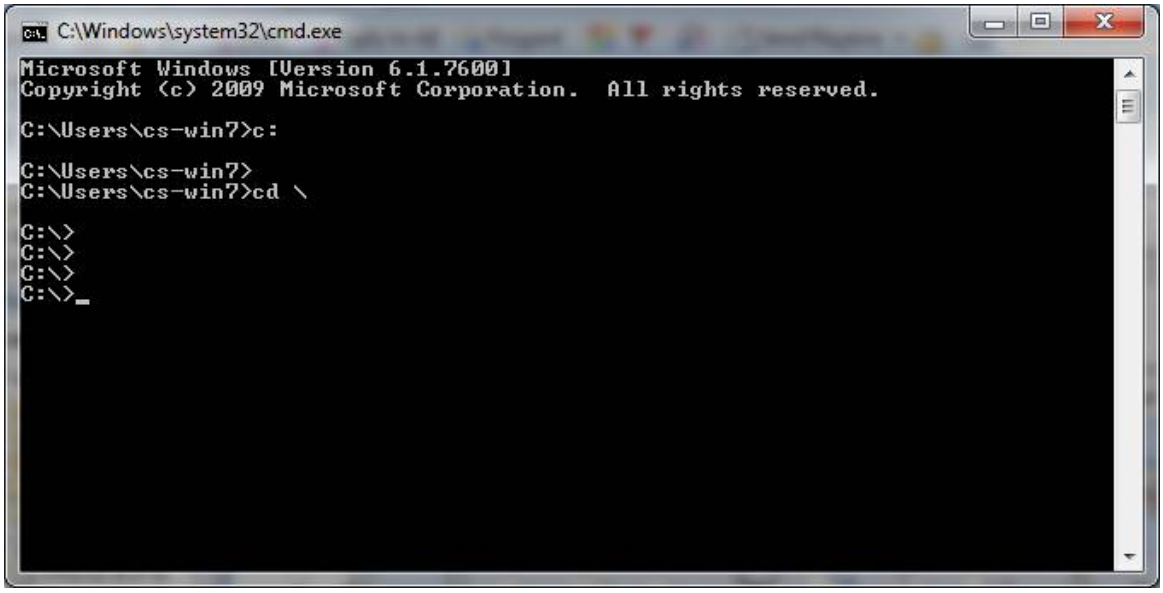
(In Windows 7 only the DisplayLink Core Software driver is installed)

Or the wireless drivers:

In addition you can use the DisplayLink cleanup Tool:

1. Disconnect the PC adapter dongle from the PC.
2. Uninstall the DisplayLink drivers from the PC (using control panel as described above).
3. Copy the utility "cleaner.exe" to the local disk of the PC.
4. From the Windows start menu select: **All Programs > Accessories > Command prompt**

A window like the following is going to open:



5. Using the "CD" command change to where you placed the utility.

   For example if you have placed it in the root of your "C" drive type:

   cd c:

   Now you can type:

   cleaner.exe ?full

   You will see a lot of messages running on the screen, while the utility is running and cleaning the software's residue.

Service Activation

In some cases, the drivers may be loaded but the DisplayLink Icon will not appear.

Detach and reattach the PC Adapter;

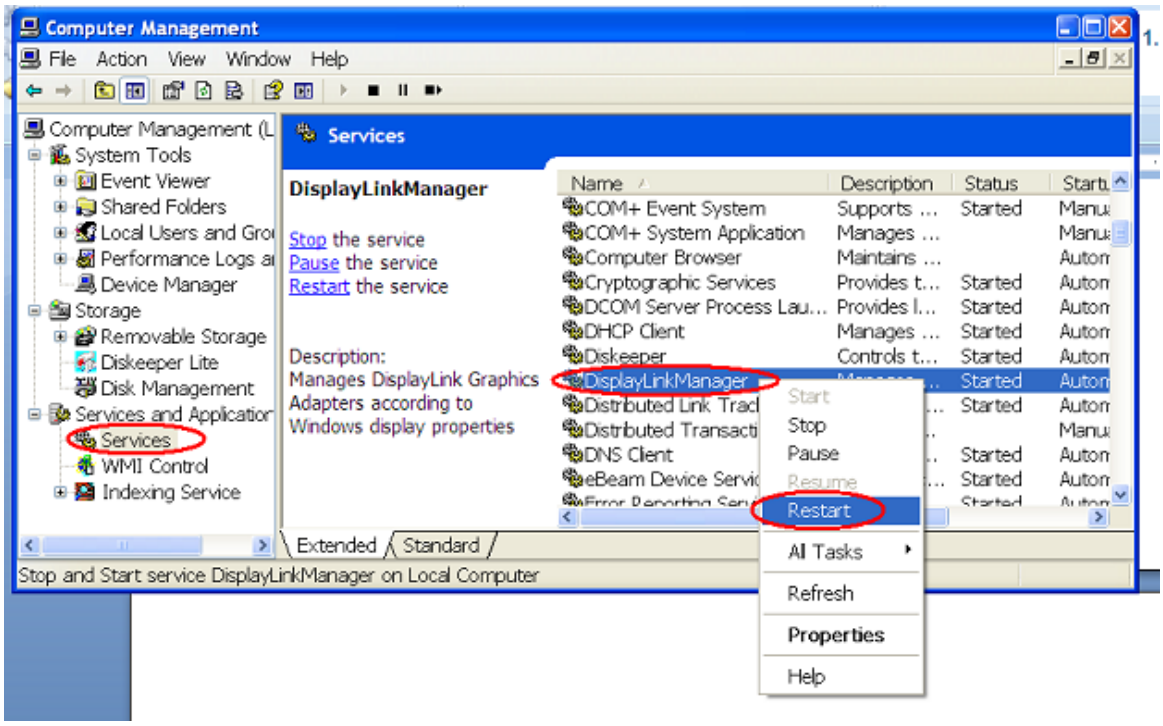
Or

Detach the PC Adapter and Restart the PC;

Or

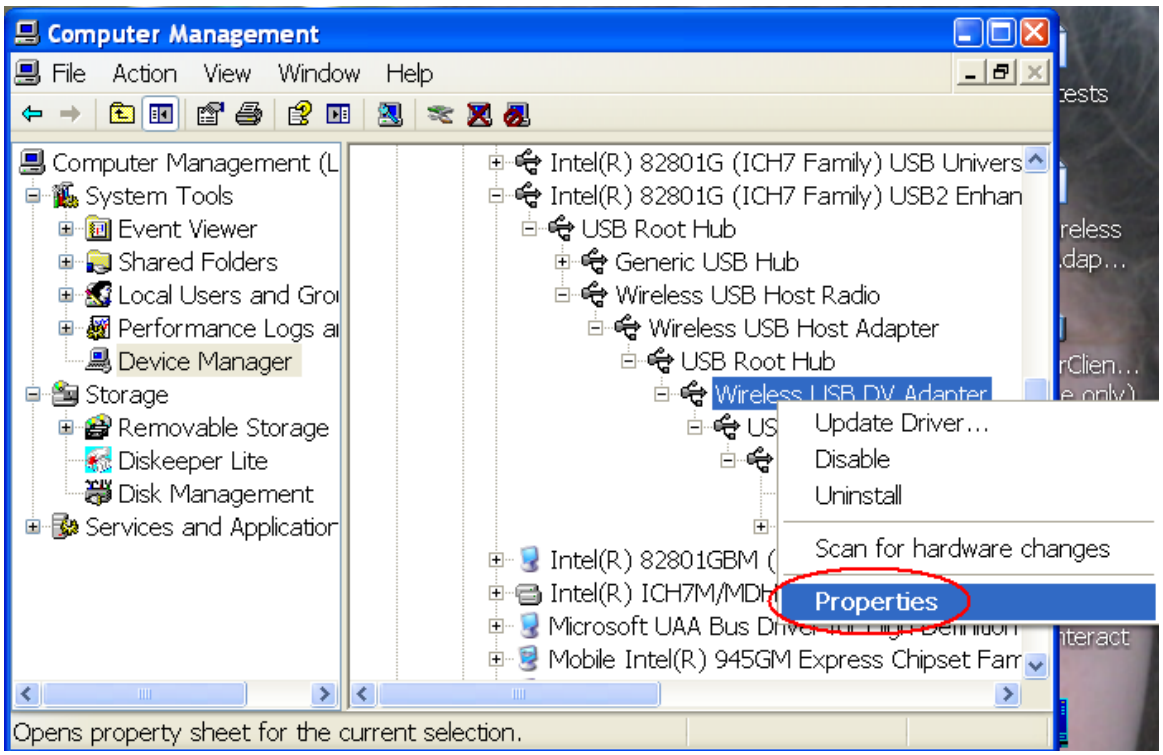
Go to **Start > Computer > Device manager > Manage > Services and applications > Services**.

Right click DisplayLinkManager and select Restart.

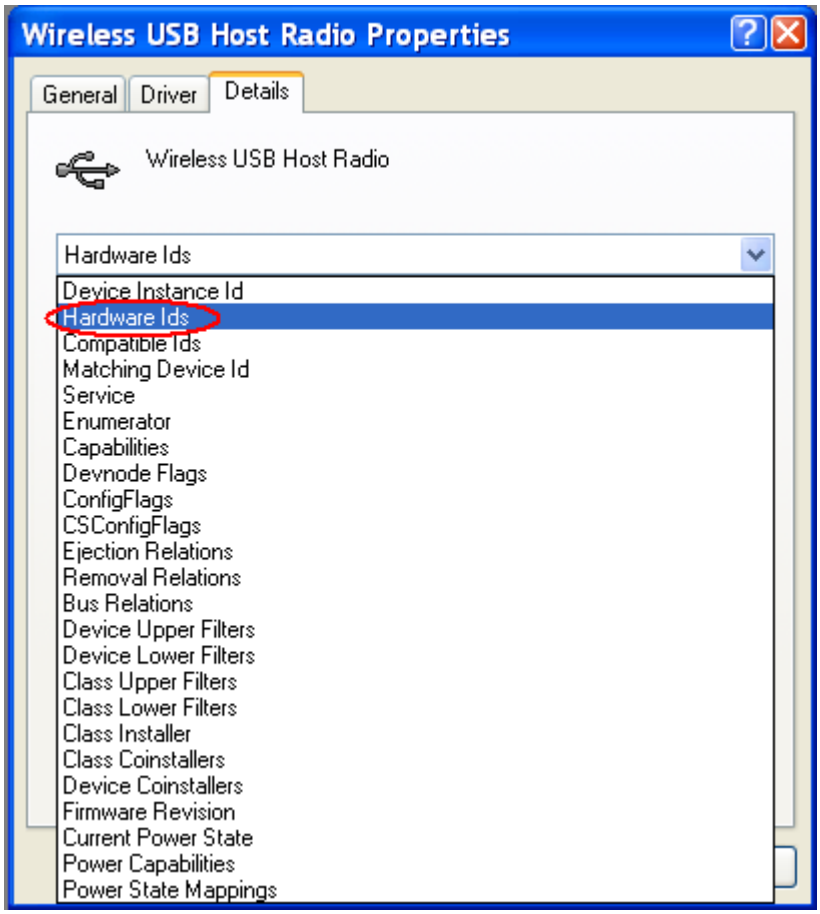


Viewing the Device's Vendor ID and Product ID

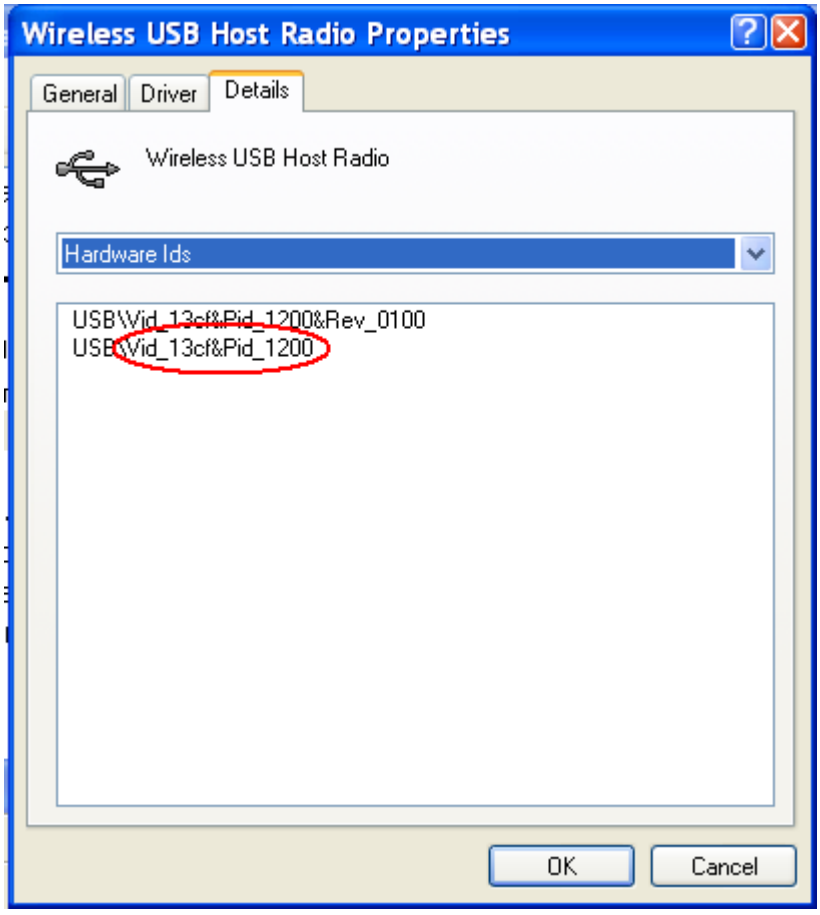
Select the device in the device manager:



Right click and select **Properties**:



Select **Details** Tab and **Hardware IDs** in the drop-down menu:



In the Example above:

VID: 13CF

PID: 1200

Wireless Connectivity

Wireless icon is Gray

Problem/Question:

PC Adapter is attached to PC, but I see the Gray icon in System Tray.

Symptom:

Host PC show Disconnected (Gray) icon in System Tray.

Solution:

- Detach and re-attach PC Adapter.
- Exit from the Wireless USB Manager (right-click the System Tray icon, select **Exit**) and restart the Wireless USB Manager.
- Detach PC Adapter, restart PC, re-attach the PC Adapter.

Wireless icon is Red

Problem/Question:

Problems in establishing connection with Device (red) icon in System Tray.

Symptom:

Host PC is showing disconnected device (Red) icon in System Tray.

Possible Solution:

Check if a device is connected: right click the System Tray icon and select Wireless USB Manager to view the list of available devices and to see the green connected icon next to the device name of the newly established connection.

- Green System Tray icon does not light up to indicate that a connection has been established,

OR

- The Device is not listed in the Wireless USB Manager screen.

Power is not applied to the Device: ensure that the appropriate power supply is connected to power supply connector on the device side.

Device Adapter requires restart: Detach and re-attach the Device Adapter from the Display Adapter to restart the hardware.

Wireless Device is out of range: if you experience frequent Wireless link disconnection, the Wireless Device may be out of range – the solution is to bring the Wireless Device closer to the Wireless USB PC Adapter.

Device Adapter requires pairing: if you are adding a Device Adapter that was not part of a set, or if you are connecting to a new unrecognized PC Adapter, you may need to perform the Pairing procedure, see Pairing.

Channel busy

Problem/Question:

Channel busy message displays when I try to change the channel or after power up/insertion of the PC Adapter.

Symptom:

Host PC is showing channel busy (Red with yellow exclamation mark) icon in System Tray

Solution:

Another wireless system may be in use in proximity to the PC or to the device's environment, and may cause temporary interference to the wireless USB system. Try to select a different channel (where applicable - local regulatory restrictions may apply).

Close the message box, detach the PC Adapter from your PC and re-attach it. If the message displays again, try to change the channel again.

Note:

Manual channel selection may be restricted by local communication regulation laws.

In Europe there is currently only one channel available and when trying to use more than one set they are trying to use the same channel. In general they should be able to share the same channel.

Movie playing is disrupted

Problem/Question:

Movie playing is disrupted by moving the laptop.

Symptom:

Movie playing performance is degraded when the Laptop PC is moved around.

Solution:

Some laptop models offer an active hard-disk protection feature that locks the hard-disk when motion is detected by the laptop. This may cause movie playing to be disrupted when moving the laptop around.

Disable or lower the sensitivity of the active hard-disk protection mechanism.

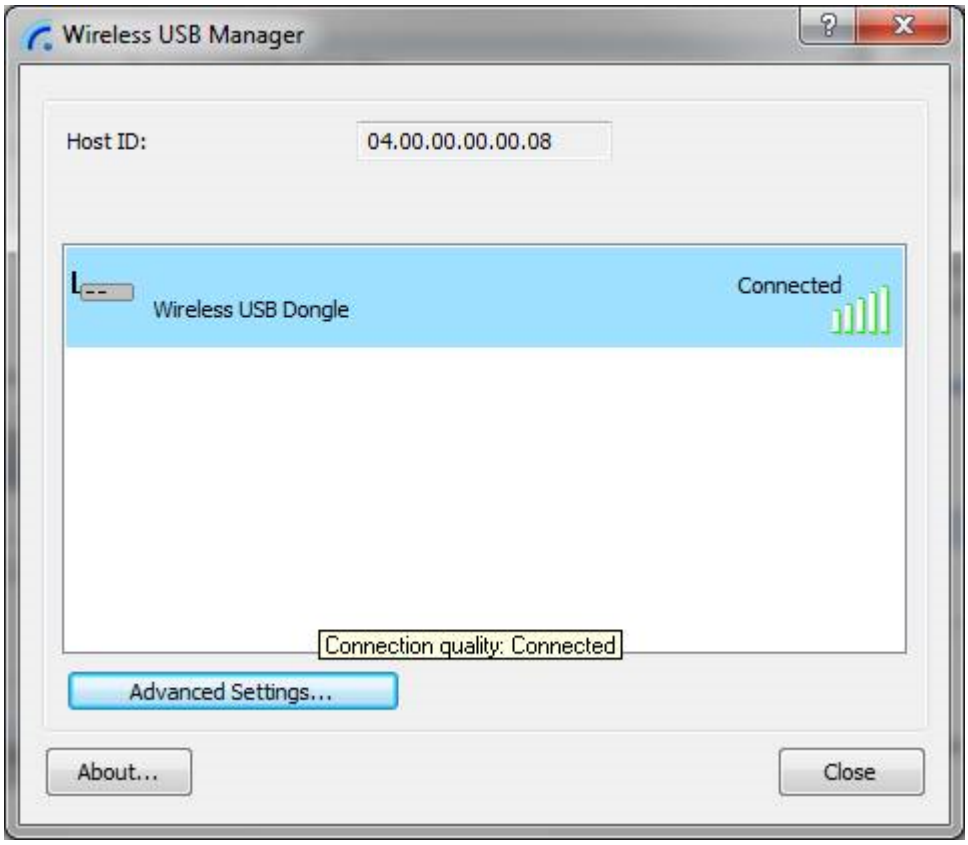
Link Quality Indication

Problem/Question:

What are the different Link Quality Indications? What do empty green Bars indicate?

Symptom:

Link Quality indication shows empty green bars.



Solution:

The following are the different states of the connection status icon which indicates the connection quality:

Blocked:		The device was blocked by the user and not connected to the PC.
Not connected:		The device is associated to the PC but out of range.
Connected:		The device is connected with good link conditions but no Data is being transferred over the Wireless USB link.

Medium:		The device is connected with medium quality link conditions.
Good:		The device is connected with good quality link conditions.
Very Good:		The device is connected with very good quality link conditions.
Excellent:		The device is connected with excellent quality link conditions.

Wireless USB kit Range

Problem/Question:

What is the range of the Wireless USB Kit?

Answer:

The Wireless USB Kit is targeting **in-room** usage.

Wireless connectivity is not expected to be available through walls (room-to-room).

The actual range depends on the visual content type and the system configuration:

Pictures, presentations and standard Internet content with range >7m/20ft.

720p/1080p video or Internet HD content with range of 5m/15ft.

Improved performance is achieved by positioning the dongles facing each other as much as possible (and on same plane/height) also known as line of sight.

Pairing

Problems with Pairing

Problem/Question:

Problems with Pairing

Symptom:

The Pairing procedure does not result in the confirmation screen "WIRELESS USB device has been paired", or results in an error message.

Solution:

Detach and re-attach Device Adapter;

Or

Re-attach PC Adapter, and then attach Device Adapter;

Or

Detach all Adapters, restart PC and try Pairing again.

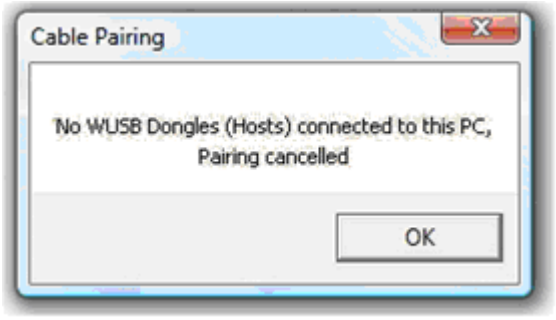
Multiple Hosts

Problem/Question:

Problems with Pairing with multiple Hosts present - each pairing must correspond to a specific PC Adapter (Host).

Symptom:

If more than a single PC Adapter (Host) has been attached to the PC at any time, the pairing process requires that at least one PC Adapter be connected while the Device Adapter is being paired.



Solution:

Ensure that a single PC Adapter is attached to the PC, and then re-attach the Device Adapter to perform Pairing.

Video

General Troubleshooting

Minor issues can generally be resolved by:

- Detaching and reattaching the power from the HD base,
- Changing the display mode via the DisplayLink GUI, or
- Changing the display mode via Windows Display Properties.

On Windows 7 or Windows Vista WDDM (Aero and Basic): DisplayLink software works closely with the graphics card and there may be interoperability issues with some graphics cards. If this happens,

1. Try to upgrade to the latest graphics drivers. This is also known as GPU driver update (Graphics processing unit).
2. Try to upgrade to latest DisplayLink software.

For further support and information about DisplayLink software, please visit http://www.displaylink.com/support.

Additionally, in Win7 it is highly recommended to work in Aero Desktop Theme.

Media player

Recommended Media Player Applications

It is recommended to use Power DVD, which can be downloaded from: http://www.cyberlink.com/downloads/trials/powerdvd/download_en_US.html?affid=2581_853_290_12410_0_ENU_powerdvd&utm_source=CLTR_PopularDownload&utm_medium=CLTR_PopularDownload_12410_powerdvd&utm_campaign=CL_Trial

Other media player such as windows media player or VLC can be used but Power DVD has been seen to give the best combination of HD 1080p performance and Surround 5.1 audio.

Note: For best performance, It is recommended to use Media player in Extend mode. For additional information please see Configuring the Display.

Media Player Configuration

The following describes setting the Power DVD for surround audio. Please check your media player documentation for the equivalent settings in order for the surround audio to properly work.

1. For surround audio to properly work please click on Configure PowerDVD settings button (marked below).

2. Choose audio options in the left side of window and Use S/PDIF option under Speaker environment scrolldown.

3. Click **OK** for completing configuration process.

Recommended Codec Pack

For best performance when playing various video and audio formats an updated set of Codecs should be installed in the system.

The following set of CODECS has been tested and known to be giving good video performance:

- CCCP Codec Pack available from http://cccp-project.net/.

QuickTime player with the display adapter

Problem/Question:

Video does not play properly on Apple's Quicktime player.

Symptom:

When using Quicktime player, the video looks green/pink or does not play on the remote display.

Solution:

Download the latest DisplayLink driver from http://www.displaylink.com/support/downloads.php;

Or

Open Quicklime: Click **start > Program Files > Quicklime**. On the Quicklime application click **Edit > Preferences > Quicklime Preferences**, and then switch to **Safe Mode** under the **Video** setting.

WinAmp application does not return to PC screen

Problem/Question:

I am using “WinAmp” and when changing from extended mode to mirror mode Winamp is not being transferred to the PC screen and is not accessible.

Solution:

You should first drag WinAmp application to the main display before switching to mirror mode.

VLC player does not show properly

Problem/Question:

I am using a VLC player in Windows XP and there is distorted color and sound when working in mirror mode.

Solution:

Download the latest DisplayLink driver from http://www.displaylink.com/support/downloads.php.

Or

Please make sure you have downloaded the latest version of the VLC player, if this does not resolve the issue, please try using Power DVD, Windows Media player or another player instead.

Problem/Question:

I am using VLC player and when switching from extend mode to mirror mode during movie play the movie windows shows black picture only.

Solution:

Please close and restart the player after switching between the modes.

Optimizing Internet Video

Internet Video

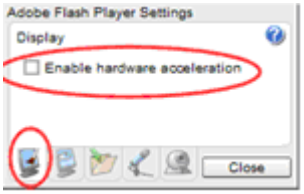
Optimizing Internet Video Viewing

Many video content websites use an embedded Adobe Flash player to show video content. In some cases to achieve best performance with the Flash player, (for example, when viewing online video content in full screen mode) adjust the Flash Player settings as follows.

To optimize the Flash player:

1. Right click the video content on the website and select **Settings** from the Adobe Flash Player context menu.

2. In the **Adobe Flash Player Settings** screen, uncheck the **Enable hardware acceleration** option and click Close to close the settings screen.



3. Resume viewing the video content.

Online movies freeze

Problem/Question:

Online movies freeze in full screen mode.

Symptom:

Movie freeze when going to full screen mode on websites which use an embedded Adobe Flash player.

Solution:

In the Adobe Flash Player Settings screen, uncheck the Enable hardware acceleration option. Additional suggestions can be checked under Internet Video and Aero Desktop Theme.

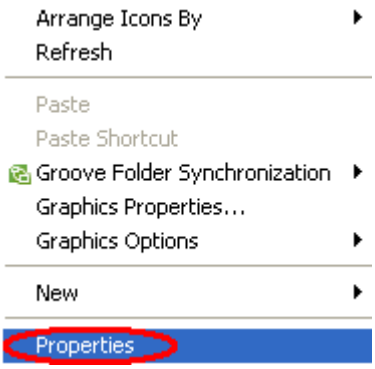
Corrupt picture while playing video on the internet

Problem/Question:

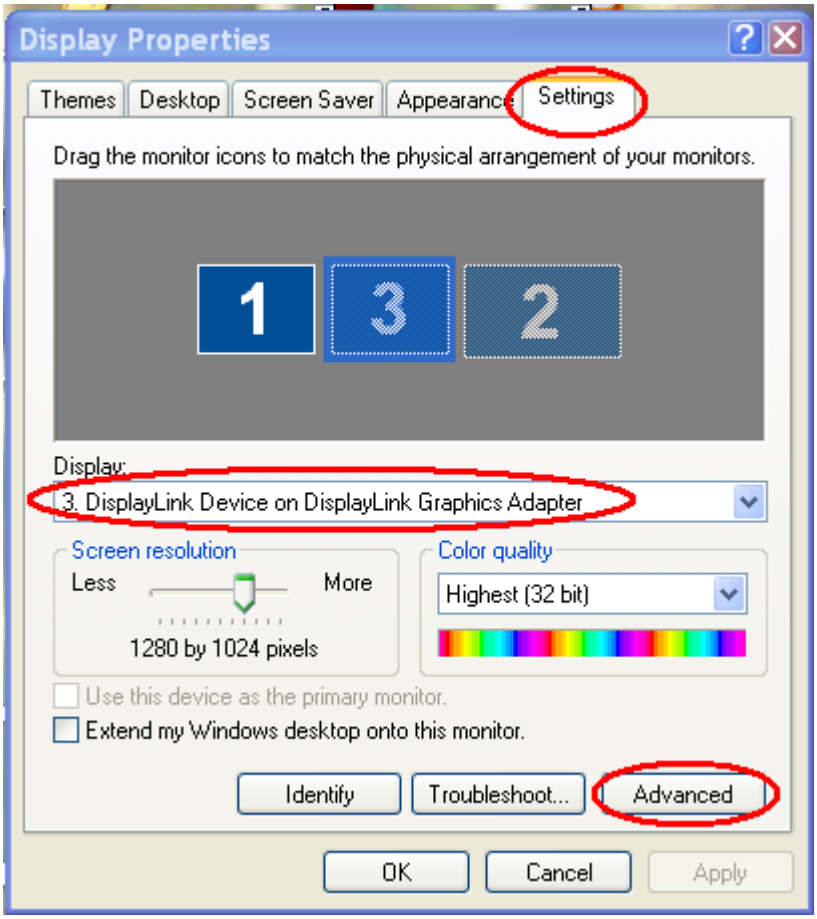
I am watching a YouTube movie and the picture is corrupted.

Answer:

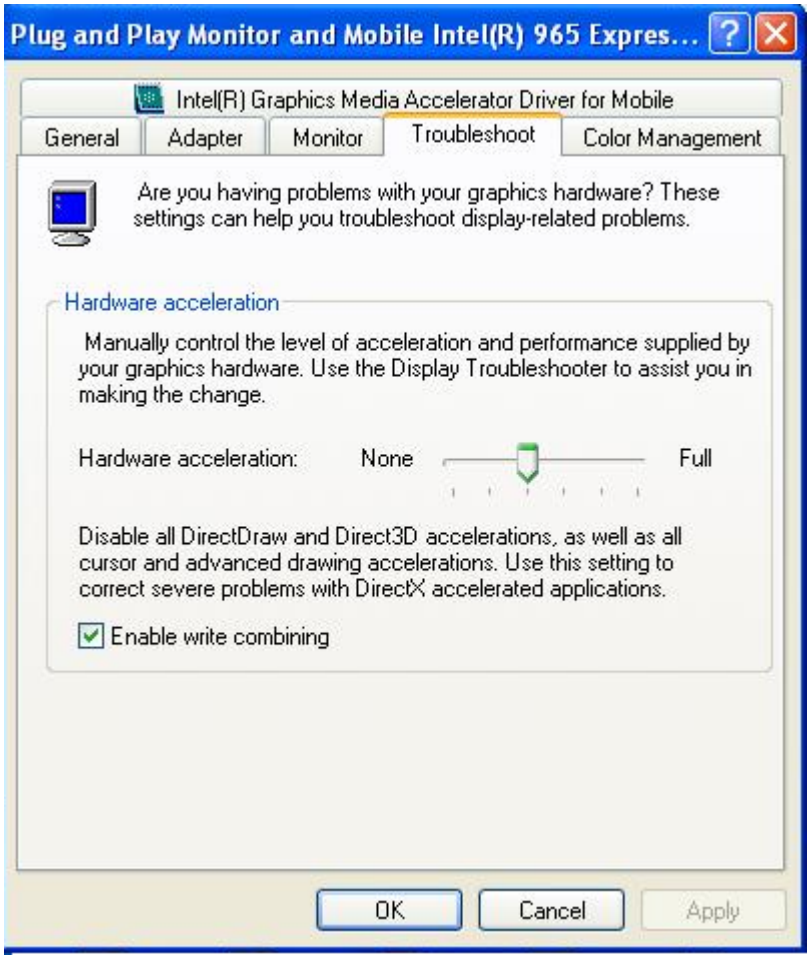
When running flash based viewers or real player based viewer (such as YouTube, DailyMotion etc.) the movie should be played after disabling hardware acceleration in the player. Right click on the video window > **Settings** > and **Disable the hardware acceleration** check box or Right click on an available area on your desktop > Select properties



Select the DisplayLink display card:



Disable the HW accelerator in Advanced > Troubleshoot:


Plug and Play Monitor and Mobile Intel(R) 965 Expres...
Intel(R) Graphics Media Accelerator Driver for Mobile
General
Adapter
Monitor
Troubleshoot
Color Management
Are you having problems with your graphics hardware? These settings can help you troubleshoot display-related problems.
Hardware acceleration
Manually control the level of acceleration and performance supplied by your graphics hardware. Use the Display Troubleshooter to assist you in making the change.
Hardware acceleration:
None
Full
Disable all DirectDraw and Direct3D accelerations, as well as all cursor and advanced drawing accelerations. Use this setting to correct severe problems with DirectX accelerated applications.
Enable write combining
OK
Cancel
Apply

Another option is to right click on the Video screen, select settings and unmark the HW accelerator box:

c

FLASH player is not showing in full screen

Problem/Question:

I am watching a movie with FLASH player like YouTube in full screen. The screen is turning back to a smaller screen when clicking the mouse.

Answer:

When running Flash player on one screen and clicking the mouse on another window, the Flash player will return to normal screen display mode. This functionality is defined by the player application and behaves the same way in any extended monitor not related to wireless or a USB connection.

Surfing the internet using WiFi

Problem/Question:

Can I simultaneously surf the Internet using Wi-Fi and view it wirelessly on my HDTV using the Wireless USB Kit, for a complete Wireless Internet on TV set-up?

Answer:

Yes you can. Using the home/office Wi-Fi network and the Wireless USB Kit simultaneously is possible without any degradation to the network speed or to the video quality. You can view your favorite web content (videos, news, TV channels, or even SKYPE calls) on your HDTV. This configuration allows you to easily have Wireless Internet on TV without being limited to specific web sites or content. You can do so while using your favorite browser that you usually use when surfing the Internet, with no additional cost and with the enhanced convenience provided by the fully wireless connectivity. This is the best and easiest Web-to-laptop solution available in the market.

Playing BluRay

Problem/Question:

Blu-ray playback will not play on the remote screen.

Answer:

Blu-ray playback is not supported.

Playing Video while PC is battery operated

Problem/Question:

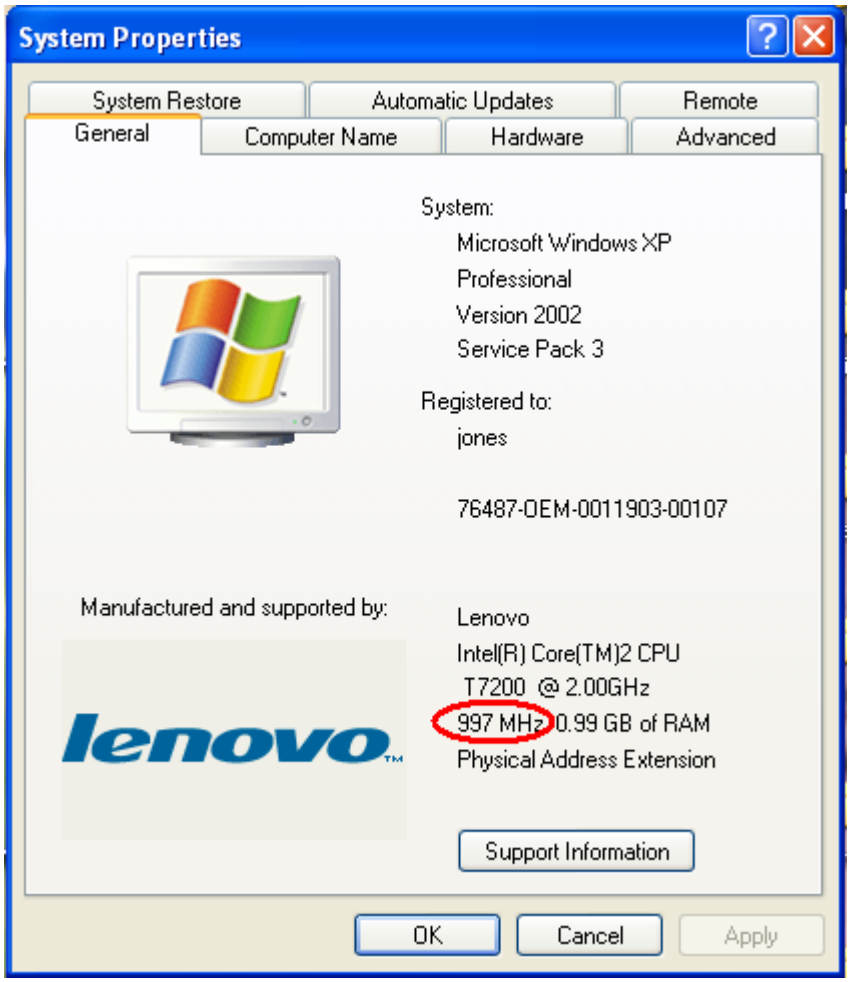
Video performance is degraded when the PC is powered by batteries.

Symptom:

When disconnecting the power supply from a laptop PC and the PC is battery operated, Video quality is degraded: Frame per second is reduced and the picture is jittery.

Solution:

In some cases, the operating system is adjusting the CPU clock to a lower performance mode while the PC is battery operated. It is possible to detect this by viewing the system parameters of the PC by Right click on **My computer** and select **properties**.



If the CPU speed is reduced from its AC power operation performance, please set the PC to operate in maximum performance mode.

This setting may change from one PC model to another. Please refer to the PC user manual or help for specific instructions.

In most cases double click on the Battery Icon in the system tray, select Power scheme and maximum performance option.

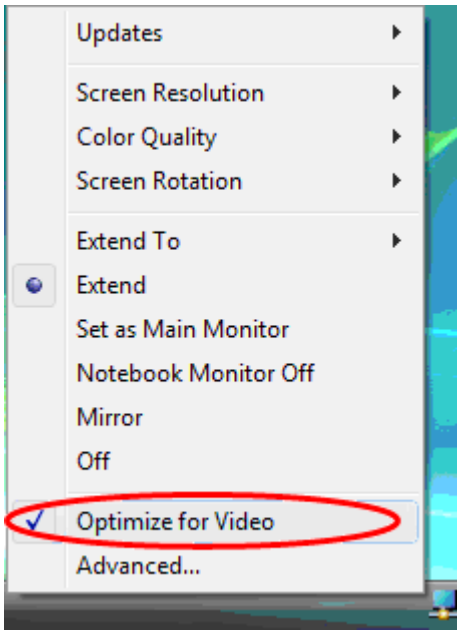
Optimizing Video performance tips

Using Optimize for Video Mode

For best performance watching a Video when using the Wireless USB Adapter, use the 'Optimize for Video' mode.

This mode is available in Windows Vista and Windows 7 only.

Click on the display Icon .



Note: As this mode is optimized for Video watching, quality of text may be degraded.

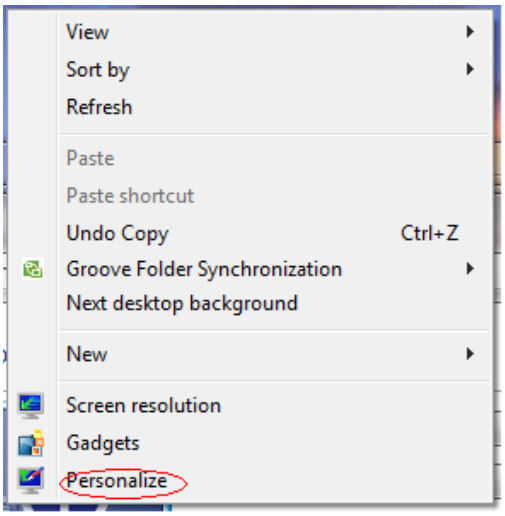
Aero Desktop Theme

Setting Aero Desktop Theme in Win7

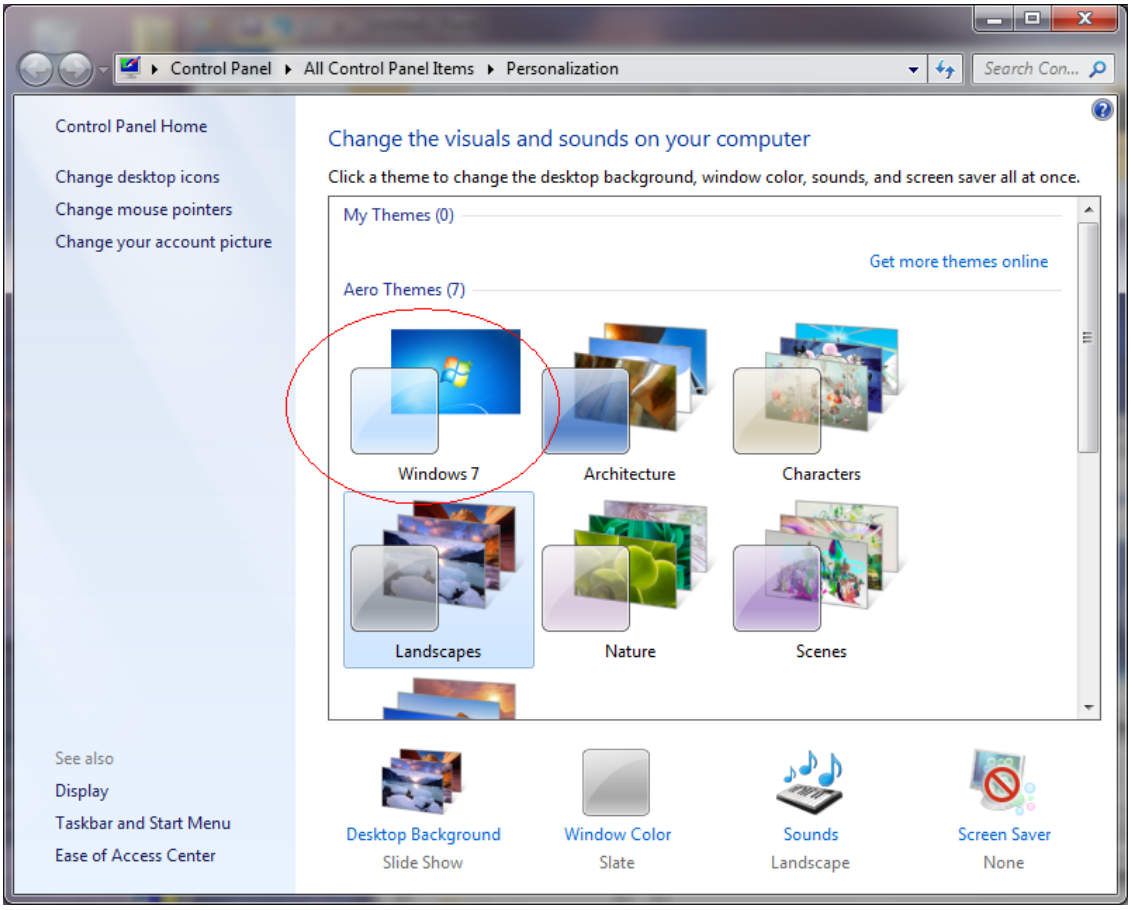
When using the Wireless USB Adapter with Windows 7 operating platform, it is recommended to use AERO desktop theme. Other desktop themes will result in poor video performance.

To set the desktop to the Aero theme (or other) in Win7:

1. Right click the desktop and select Personalize.



2. In the **Control Panel > Personalization** screen, select **Windows Color and Appearance**



3. Select **Windows Aero** (or other) from the **Color scheme list**; click **OK** to save the new setting.

HDMI

Display size on TV

Problem/Question:

I am connected to my TV in HDMI mode and the picture on the TV is too big (only part of my laptop screen is showing).

Answer:

In some cases, with different TV brands, the TV by default is setup to a specific resolution, and is not scanning the HDMI for supported resolutions.

This can usually be resolved by entering the TV setup screen and looking for a method for enabling the HDMI scan (Or switching to PC mode if available). If this mode is not available please try to select different screen resolutions in the TV until you find one that fits the resolution you have selected on your laptop screen settings.

Or

When using Extend Mode, change the resolution using Display Link Manager. For more information see Configuring the Display.

and/or

Download the latest Display Link driver.

Problem/Question:

I am connected to my TV in HDMI mode and the picture on the TV is too small (Black areas are seen around the picture.

Answer:

In some cases, with different TV brands, the TV by default is setup to a specific resolution, and is not scanning the HDMI for supported resolutions.

This can usually be resolved by entering the TV setup screen and looking for a method for enabling the HDMI scan (Or switching to PC mode if available). If this mode is not available please try to select different screen resolutions in the TV until you find one that fits the resolution you have selected on your laptop screen settings.

Or

When using Extend Mode, change the resolution using Display Link Manager. For more information see Configuring the Display.

and/or

Download the latest Display Link driver.

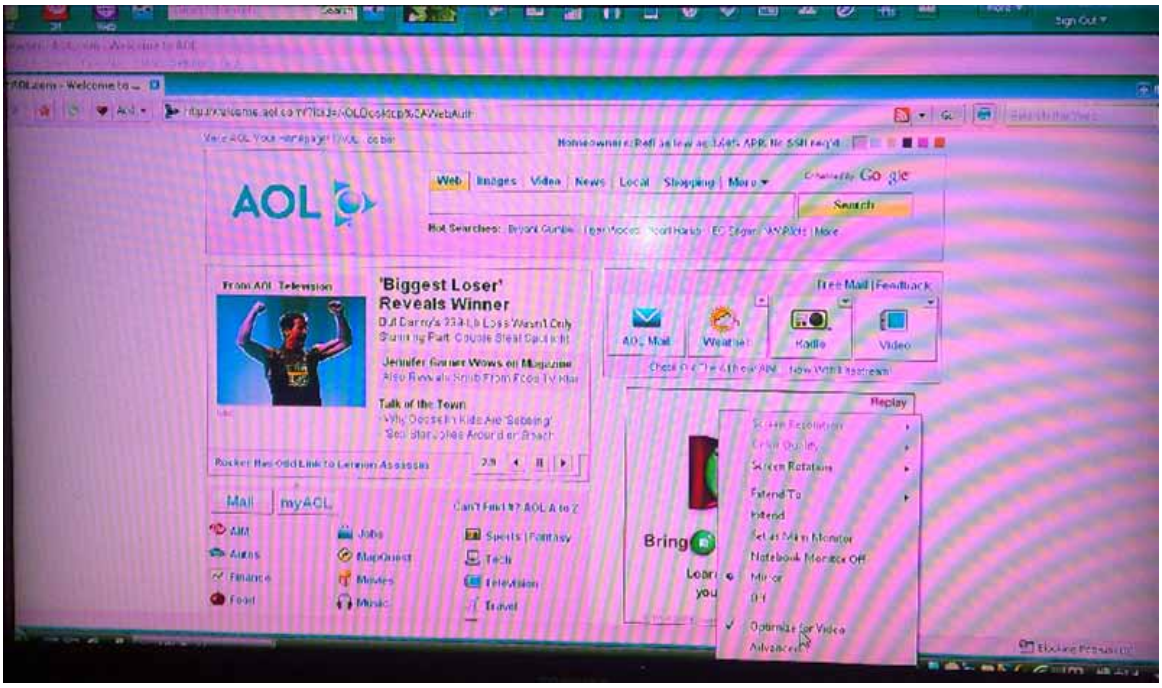
Display colors are corrupt

Problem/Question:

Colors on the display screen or TV are distorted.

Symptom:

The screen appears on the TV but colors appear green or pink:



Solution:

Download the latest DisplayLink driver from http://www.displaylink.com/support/downloads.php.

Picture is distorted while moving the mouse

Problem/Question:

I am changing from extend mode to mirror mode during movie play and there is paint effect on the movie window, picture is frozen and updated only where the mouse is moving.

Answer:

Close and restart the media player.

Using Skype

Problem/Question:

I am using Skype for WEB video conferencing and it is only working in extend mode, in mirror mode there is some corruption (paint effect) on the picture.

Answer:

Please make sure you are using the latest version of Skype.

Note: Skype Video is supported in Windows Vista and windows 7 Only. In Windows XP the remote video may appear black.

This may be solved by disabling HW accelerator as described in Corrupt picture while playing video on the internet.

No Display icon

Problem/Question:

The picture disappeared and Display icon is not displayed in the System Tray.

Symptom:

Display Adapter icon is not displayed in the System Tray.

Solution:

- Detach and re-attach the power supply of the Base Adapter.
- Detach and re-attach the PC Adapter to restart the adapter hardware.
- Reset the PC and try again to establish the wireless connection to the Base Adapter.
- Installation was not completed successfully, Uninstall both wireless and Displaylink drivers and reinstall.
- Check also Service Activation.

Remote display appears unstable

Problem/Question:

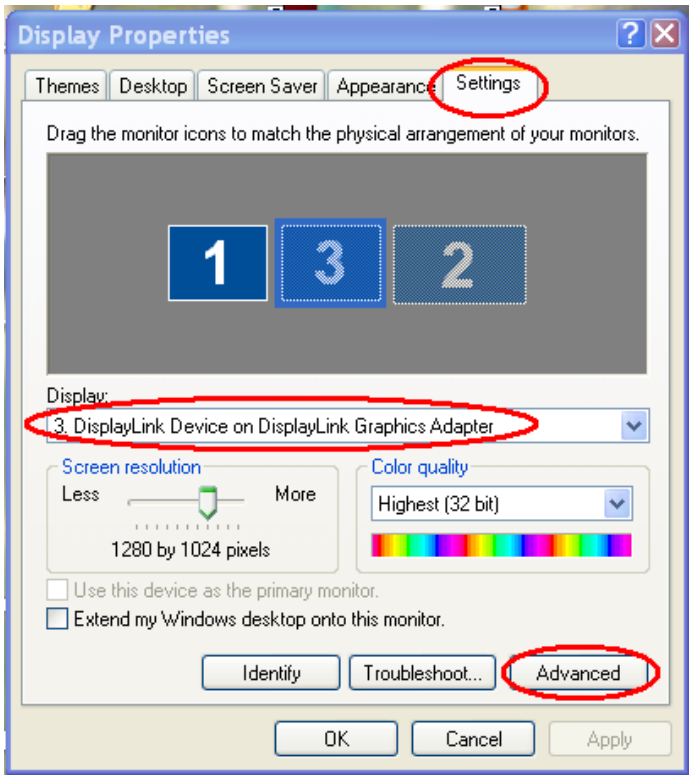
My remote display appears slightly “shaky”.

Answer:

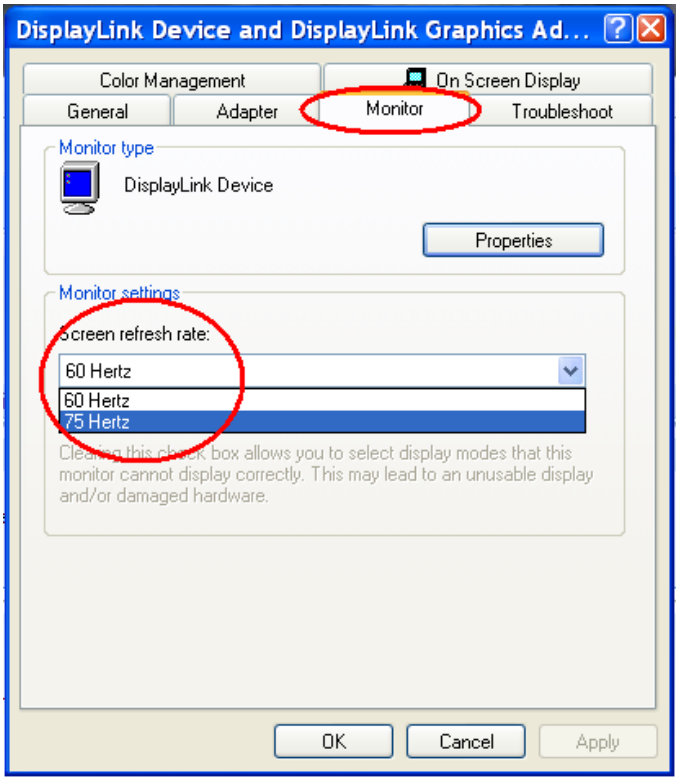
Please make sure the screen refresh rate is set properly and is not too low.

Right click on the desktop and select **Properties** and **Settings**.

Select **Advanced** and the **DisplayLink** as the graphic card:



Select monitor and adjust the refresh rate:



External Display is not activated

Problem/Question:

The External Display is not activated.

Symptom:

No image is displayed by the remote screen (external display).

Solution:

Check to see that the video cable between the Base Adapter and the display screen is connected properly and securely.

Ensure that you have selected the correct input source in the display screen/TV controls (e.g. HDMI, Line In, and Digital Input).

Check to see that the power supply to the display screen is connected properly.

Make sure that the Screen Resolution that is set on the PC is supported by the external display.

Please refer to Configuring the Display.

Video is not playing smoothly

Problem/Question:

I see dropped frames and/or audio/video disconnects during movie play.

Answer:

There are few things which can cause it:

1. PC which is not powerful enough (CPU usage is seen in the task manager tool to be 80-100%). See Minimum System Requirements.
2. Changing screen resolution to 720p (instead of 1080p). Choose 1280×720 as described in Configuring the Display.
3. For watching video, it is recommended to put the Wireless Laptop to Home Theatre adapter into Extend Mode. Refer to configuring the display > In Windows XP/Vista via the Display Icon Context Menu or Configuring the display > In Windows 7.
4. When viewing streaming video from the internet, especially in Full Screen Mode, it is highly advisable to optimize the signal by disabling the hardware acceleration. For issues related to streaming from the Internet, refer to Internet Video.
5. No line of sight between the laptop and the base which causes slight degradation in throughput and can cause such issues. Try to improve line of sight between the TV and laptop and see if it helps.
6. The laptop is too far away from the base, causing a drop in throughput. Try to get closer to the TV and see if this helps.
7. When Using Windows Vista or Windows 7 and watching videos you should enable the 'Optimize for Video' mode using the DisplayLink manager icon in the task bar. for more info Refer to Optimize for Video Mode.
8. When using Win7 please use Aero Desktop Theme.

Extend and Mirror mode

Problem/Question:

What is the difference between 'Mirror Mode' and 'Extend Mode'?

Answer:

In Mirror Mode what you see on the notebook screen is also seen on the TV (including icons) while in Extend Mode the remote display extends your notebook screen (excluding icons). In the latter you can let your family or friends watch a movie streaming from your laptop on to your HDTV while you for example, can continue working on your documents, emails and facebook account displayed on the laptop screen.

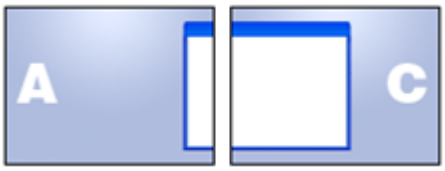
Using Extend Mode

Problem/Question:

Using the system in Extend Mode - setting the wireless system to operate as an extension or additional Screen or Display to the PC.

Instructions:

Use the **Extend** mode to display different content on each display screen. In **Extend** mode, the display attached to the Base Adapter becomes an extended part of the Windows desktop. The extra desktop area is a great productivity aid, allowing you to view or work with more applications or documents at the same time. You can also use this mode to extend your desktop to fill multiple screens that are positioned next to each other for a larger continuous work space.



PC screen External (extended) screen

Illustration of extend mode

Note: Extend mode is recommended for playing HD video.

Extend Mode - using second display for an additional application or a movie.

Note: When changing settings, or during first connection between the PC Adapter and Base Adapter, the PC display may flicker or turn on and off as the screen resolution is automatically adjusted.

Detailed instructions on how to set your PC to work in Extend mode are in the Configuring the Display section of this help.

Screen resolution in Mirror mode

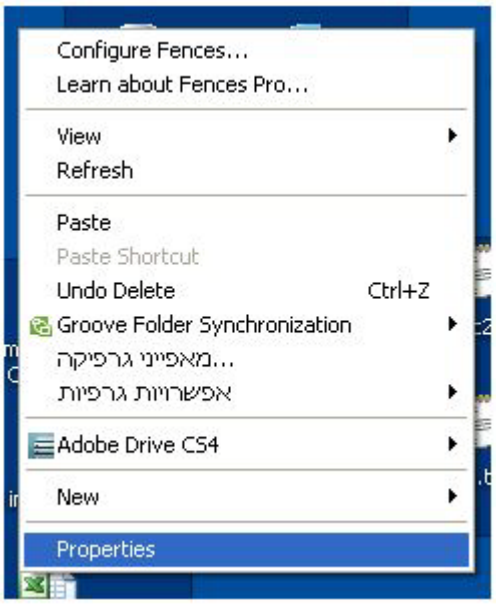
Problem/Question:

I am working in Mirror mode and when the device connects, the screen resolution changes on both my TV and my laptop, from the original native resolution.

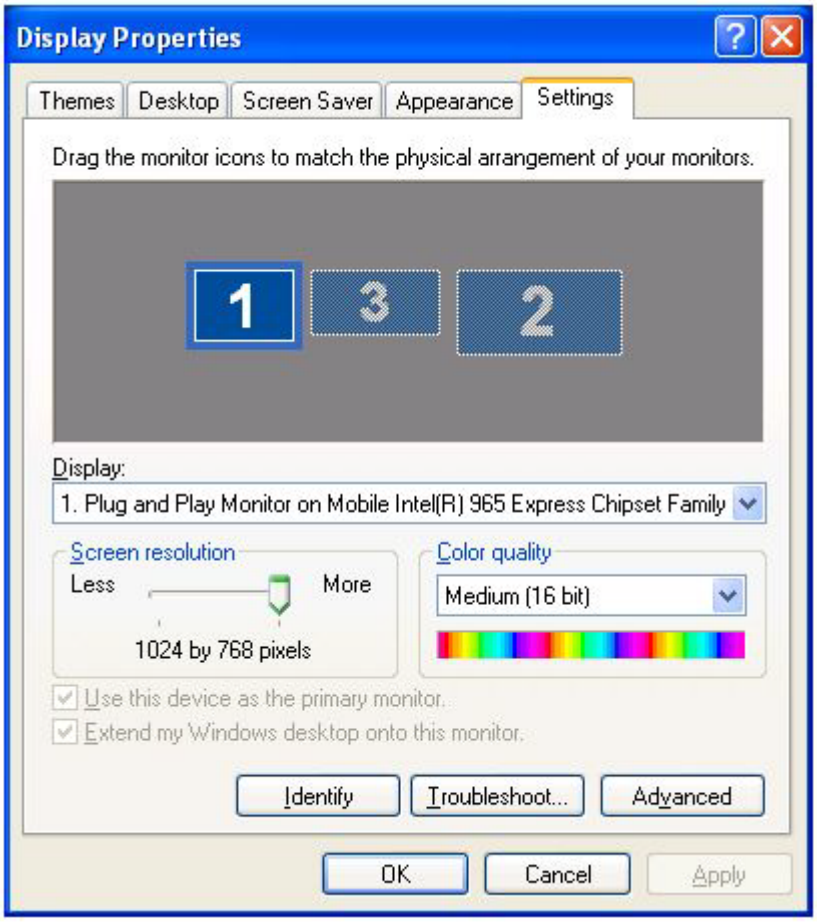
Answer:

This is normal when working in Mirror mode as the system is using a common resolution for the Laptop and the TV as it needs to display an identical picture on both. In Extend mode it is possible to play with the screen resolution of each individual screen, using the windows screen settings.

You may go to Display setting on your laptop PC and change the resolution back. Right click on an available area on your desktop > Select properties:



And then, you can change the screen resolution, currently set to 1024 x 768:



Display issues on TV

Problem/Question:

I am connected to my TV in HDMI mode and the picture on the TV is too big (only part of my laptop screen is showing).

Answer:

In some cases, with different TV brands, the TV by default is setup to a specific resolution, and is not scanning the HDMI for supported resolutions.

This can usually be resolved by entering the TV setup screen and looking for a method for enabling the HDMI scan (Or switching to PC mode if available). If this mode is not available please try to select different screen resolutions in the TV until you find one that fits the resolution you have selected on your laptop screen settings.

Or

When using Extend Mode, change the resolution using Display Link Manager. For more information see Configuring the Display.

and/or

Download the latest Display Link driver.

Problem/Question:

I am connected to my TV in HDMI mode and the picture on the TV is too small (Black areas are seen around the picture.

Answer:

In some cases, with different TV brands, the TV by default is setup to a specific resolution, and is not scanning the HDMI for supported resolutions.

This can usually be resolved by entering the TV setup screen and looking for a method for enabling the HDMI scan (Or switching to PC mode if available). If this mode is not available please try to select different screen resolutions in the TV until you find one that fits the resolution you have selected on your laptop screen settings.

Or

When using Extend Mode, change the resolution using Display Link Manager. For more information see Configuring the Display.

and/or

Download the latest Display Link driver.

Display is flipped

Problem/Question:

I am connected to my TV in HDMI mode. I can get a correct display and sound if I use the ‘Extend’ display option in Windows 7 ‘Screen Resolution’ menu but if I try to display the whole desktop on the TV using ‘show desktop on 2’ the display is upside down.

Answer:

You might have selected **Landscape (flipped)** in the **Screen Resolution** window.

Display turns Black with Windows Media Player

Problem/Question:

I am using Windows Media Player and sometimes during movie play in full screen mode the media player application window becomes black.

Answer:

Please try resizing the application window. This should resolve this issue.

Text does not show properly while playing Video

Problem/Question:

I am watching a movie on my TV while having a second application open (word or excel as an example) on another window and the fonts flicker between sharp and fuzzy.

Answer:

Please disable the **Optimize for Video** option in the DisplayLink icon in the task bar as it applies compression to the text resulting with the issue described. Refer to Optimize for Video Mode.

Video and Audio synchronization

Problem/Question:

Audio is not synchronized with the video.

Symptom:

When you play a video, the audio part of the playback may not be synchronized with the video playback.

Solution:

Change the active power plan to ‘Always On’ or to ‘Balanced’ or to ‘High Performance’.

Windows XP: Click **Start**, select **Control Panel**. Click **Power Options**. Under **Power Schemes** select **Always On**.

Windows Vista: Click **Start**, type **power** in the Start Search box, and then click **Power Options** in the Programs list. Under **Select a power plan**, click **Balanced** or click **High performance**.

Problem/Question:

I am watching a movie on my laptop and there is a synchronization issue between the audio and the video.

Answer:

With some of the Codecs available for download when enlarging the screen the audio and video are not in synced - there is a delay in the video. Please try downloading a different codec and try again. One that we know is working correctly can be downloaded from the following location: www.cccp-project.net.

To prevent audio/video synchronization issues (lip sync), make sure that the active power plan in your PC is set to either ‘Always On’ in XP, or ‘Balanced’ or ‘High Performance’ in Vista.

Movie playing is disrupted

Problem/Question:

Movie playing is disrupted by moving the laptop.

Symptom:

Movie playing performance is degraded when the Laptop PC is moved around.

Solution:

Some laptop models offer an active hard-disk protection feature that locks the hard-disk when motion is detected by the laptop. This may cause movie playing to be disrupted when moving the laptop around.

Disable or lower the sensitivity of the active hard-disk protection mechanism.

Audio

No Audio in HDMI connection

Problem/Question:

No audio on the remote TV.

Symptom:

The system is connected and movie is playing but no audio coming out of the TV speakers.

Solution:

1. Install the Recommended Media Player Applications.
2. Configure the media player as defined in Media Player Configuration.
3. You may need to manually configure the PC audio output as in Setting Audio Output Device. Vista/Win7 users must configure the audio device for either digital or analog output as described there.
4. Some TVs require you to select the Audio input source - verify that digital audio source is selected using the TV remote control.
5. Restart the media player on any change in the configuration of the system.

Audio disappears after Link disconnection

Problem/Question:

Audio does not recover after link disconnects and reconnects.

Symptom:

I am watching a movie / you tube clip and suddenly there is a disconnect/ reconnect and after it the sound does not come back to the TV.

Solution:

This can happen (mostly in Vista) as in most video players after the movie has started, they will not transfer the audio back to the USB audio device after the reconnect.

Usually restarting the player or refreshing the web page should resolve this.

If this still does not help, try unplugging the PC dongle and then plug it again, wait for the connection to re-establish and start the movie again.

You can also refer to the Audio setting section Setting Audio Output Device.

Audio does not switch to TV or screen

Problem/Question:

Audio remains on the PC sound device and does not switch to the TV or Screen.

Symptom:

I have started watching a movie or clip on the internet and then connected the Wireless USB kit laptop dongle. The picture is showing on my TV but the sound did not switch to the TV.

Solution:

Restart the player or refresh the web page after connecting the dongle, to allow the default audio device to switch to the USB audio device. This doesn't always happen automatically after the player or webpage was already activated.

You can also refer to the Audio setting section Setting Audio Output Device.

Setting Audio Output Device

The PC audio output device should set itself automatically to the connected Wireless USB Adapter C- Media audio device. If it doesn't, you can select the correct Audio Playback device from the drop down dialog as follows:

In Windows XP:

1. Right click the Volume icon in the System Tray and select **Adjust Volume Properties**.
2. In the **Sounds and Audio Devices Properties** screen, select the Audio tab.
3. In the **Sound Playback > Default Device** drop-down box, select the **USB PnP Sound Device**.
4. Click **OK** to save the new setting.

In Windows Vista/Win7:

Right click the **Audio properties** icon in the System Tray

and select **Playback devices**.

If using HDMI or S/PDIF (Digital output)

Click “Digital Output USB PnP Sound Device” and click “Set Default”.

If using 3.5 mm jack (Analog output)

Click “Speakers USB PnP Sound Device” and click “Set Default”.

Video and Audio synchronization

Problem/Question:

Audio is not synchronized with the video.

Symptom:

When you play a video, the audio part of the playback may not be synchronized with the video playback.

Solution:

Change the active power plan to ‘Always On’ or to ‘Balanced’ or to ‘High Performance’.

Windows XP: Click **Start**, select **Control Panel**. Click **Power Options**. Under **Power Schemes** select **Always On**.

Windows Vista/Win7: Click **Start**, type **power** in the Start Search box, and then click **Power Options** in the Programs list. Under **Select a power plan**, click **Balanced** or click **High performance**.

Problem/Question:

I am watching a movie on my laptop and there is a synchronization issue between the audio and the video.

Answer:

With some of the Codecs available for download when enlarging the screen the audio and video are not in synced - there is a delay in the video. Please try

downloading a different codec and try again. One that we know is working correctly can be downloaded from the following location: www.cccp-project.net.

To prevent audio/video synchronization issues (lip sync), make sure that the active power plan in your PC is set to either 'Always On' in XP, or 'Balanced' or 'High Performance' in Vista.

Audio control using the PC buttons

Problem/Question:

The volume control works only on TV remote control or on Audio receiver and not on the laptop buttons.

Answer:

- For stereo audio it is a known Microsoft OS bug that on some PCs some of the volume buttons do not work for USB Audio devices. On some of them the mute works but the volume control does not.
- For surround audio, per definition, volume level cannot be configured via the media player or OS control but rather only on the audio receiver or home theater system audio control buttons.

Miscellaneous

Powerpoint in Extend mode

Problem/Question:

Slide show is displayed on the main monitor only.

Solution:

This is a power point configuration feature. Slide show can be displayed on the main or secondary monitor as selected:

It can be shown in presenter view on one screen and as a slide on the other by selecting this view.

Or

In PowerPoint, the "Display slide show on:" menu has a bug which means that it does not work when there are gaps in the numbering of enabled displays. Users of PowerPoint 2007 can get around this by using "Show presentation on:" in the ribbon, rather than the "Set up slide show" box.

Power saving modes and screen saver

Problem/Question:

When I exit from screen saver mode I notice strange effects on the remote display.

Solution:

Sometimes it is necessary to detach and reattach the PC Adapter after exiting the screensaver.

Problem/Question:

When my computer enters screen saver mode I notice some flickering and/or decreased graphics performance.

Solution:

That is a known issue, in case screen saver mode is using 3D figures. Change the screen saver to not include any 3D figures.

Problem/Question:

When I exit from screen saver mode there is no audio.

Solution:

You may have to restart your media player for the audio to start playing on the remote stereo speakers or home theater system.

Sometimes it is even necessary to detach and reattach the PC Adapter after exiting the screensaver.

Built-in laptop screen remains Black

Problem/Question:

After I set my laptop to ‘when close lid’, ’do nothing’, when I close the lid and open the lid back up again the built-in screen remains black.

Solution:

This is a known bug, use Display Link UI or Windows Display Properties to re-enable the built-in screen.

PC and device adapters are warm

Problem/Question:

Using the system, the PC and device adapters get extremely warm to the touch.

Solution:

This is known and normal. The system was tested for hours in extreme conditions and continues to operate normally although the two adapters seem to be warm.

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